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ABSTRACT

The Vermont General Assembly mandated an evaluation of the regional library program of the Vermont State Department of Libraries. To carry out this charge, the department initiated a 14-month review of the program with three components: an internal review of library service, use, and costs; public library input derived from a detailed survey and eight formal meetings with the library community; and five regional public hearings for any interested state resident. The review process proved that there are few alternatives to regional library services at this time. Local public library service is currently inadequate statewide, and local communities would find it difficult or impossible to carry out adequate services without the resources and backup collections of the department. Recommendations for the continued success of library services in Vermont center around the following issues: (1) continuation of the regional library structure; (2) adequate funding for the purchase of materials; (3) new automated services and opportunities for local libraries; (4) provision of access to information technologies beyond the capacity of local libraries; and (5) use of regional libraries as government information center access points. Additional alternatives to provide resources for library services are also outlined. Five appendixes contain information on tax support, questionnaire results, library services, and maps of library facilities. (SLD)

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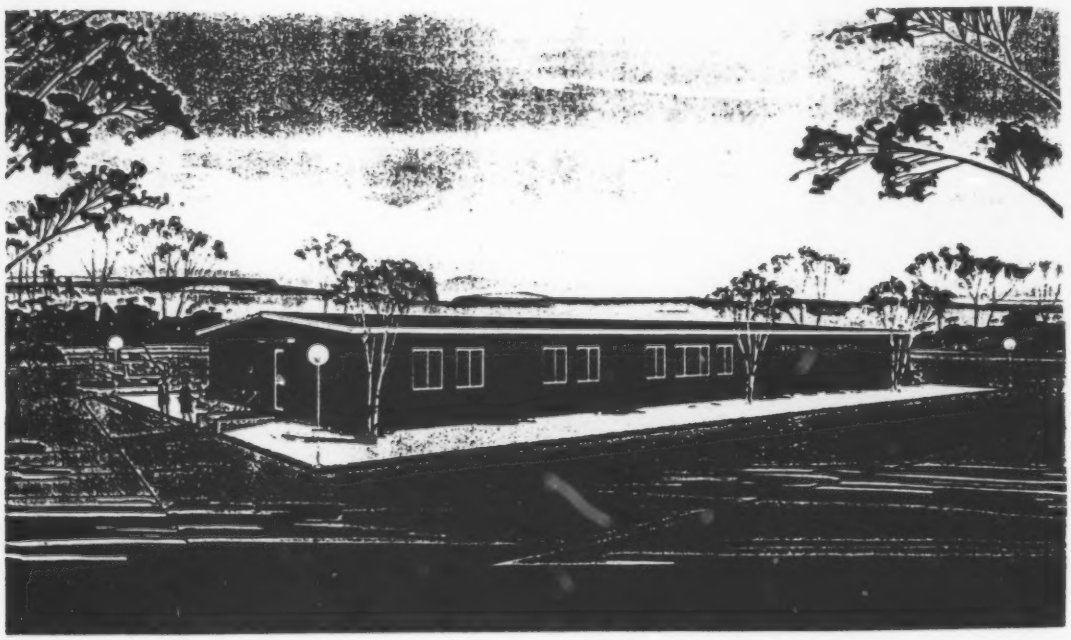
REGIONAL LIBRARIES STUDY
FY93



State of Vermont
Department of Libraries
Montpelier, Vermont

June, 1993

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Regional Libraries are a Federal-State program under the Library Services & Construction Act.

STATE OF VERMONT DEPARTMENT OF LIBRARIES

STATE LIBRARIAN

June 28, 1993

Vermont General Assembly
State House
Montpelier, Vermont 05602

Honorable Members of the General Assembly:

I am submitting herewith the Regional Libraries Study mandated by Section 176 of H. 937 of 1992, Public Law 245.

Sincerely,

Patricia E. Klinck

Patricia E. Klinck
State Librarian

Vermont Department of Libraries . 109 State Street - Pavilion Office Bldg.
Montpelier, Vermont 05602 . (802)828-3265

REGIONAL LIBRARIES STUDY - FY93

Executive Summary

The Vermont General Assembly in the FY93 Appropriations Act (PL 245) directed the Department of Libraries (DOL) to review and assess its regional library program, and to recommend the level of operation and the structure needed to sustain adequate public library and information services in a time of ongoing economic restraint and dramatic technological change.

To carry out the charge the DOL initiated a fourteen-month review of that program with three major components: 1) an internal review of regional library service, use, and costs involved; 2) public library input derived from a detailed survey and eight formal meetings with the library community; and 3) five regional public hearings for any Vermonter interested in the topic.

In accordance with Vermont statute and Federal mandates, the stated purposes of the regional library program are 1) to provide supplementary collections of library materials, specialized technical assistance, skills training, and interlibrary loan services to public libraries; and 2) to provide library, information, and interlibrary loan services to the general public who do not have convenient access to an adequate public library.

For many years the DOL has encouraged local libraries to become independent. As cooperative efforts, use of technology, and staff education grew, it was projected that local libraries would rely less on regional libraries for supplementary materials. This simply has not been the case. The feedback gathered from questionnaires, hearings and the reaction of citizens involved in this study validates the fact that the regional libraries are doing precisely that for which they were founded 56 years ago - providing Vermonters with worthwhile, cost efficient public service. In the eyes of the public who responded throughout the state, this service should be maintained and adequately funded as there is no potential substitute at this time.

Throughout the process the general public's and professionals' and, by extension, the public libraries' views of the basic mission of the regional libraries are very different. Local libraries see themselves mostly as book distributing agencies and feel the most important function of the regional libraries is to provide supplementary collections of books to small public libraries. Members of the general public who testified, however, overwhelmingly feel a need and desire for knowledge that goes beyond books to a broad range of information services from basic reference and research to very sophisticated data, a need that is not being met by most public libraries.

The process proved that there are few, if any, alternatives to regional library services at this time. Local public library service statewide is inadequate. Local communities, because of fiscal constraints, inadequately trained personnel, and poor resources would find it difficult, if not impossible, to carry out adequate library services to local patrons without the backup collections and informational resources of the department.

Recommendations

To insure that all Vermonters - regardless of location, age, education, economic level or special need - have access to knowledge and information to make life decisions in a rapidly changing world, it is essential that the DOL and its regional libraries cooperate with other libraries and information resources statewide. Regional libraries are critical for rural populations because they broaden the range of knowledge and information available with little duplication of effort. Through resource sharing, Vermonters - even the most isolated - have over 4,500,000 materials (books, films, tapes, etc.) accessible and easily available to them from virtually every public and private library in the state. Vermont's entire library system depends on cooperation and the willingness of partners to provide their share of resources.

To insure that Vermont libraries at both the state and local levels continue to work toward providing basic, adequate information services for the new century it is recommended that:

1) ***The regional library structure should continue to operate with its present five sites (Berlin, Dummerston, Georgia, Rutland, St. Johnsbury) to provide supplementary materials and services to local libraries and direct information services to the individuals who do not have convenient access to a public library.***

2) ***Adequate funding for the purchase of current materials should be provided annually, either through the General Fund and/or by developing a mechanism that would allow for institutions not eligible for LSCA Title I or public library matching funds (e.g., schools) to contribute for use of the collections.***

3) ***Department of Libraries should make new automated information services and opportunities easily available to all local libraries through VALS to reduce local dependence on regional libraries.***

4) ***Department of Libraries through its regional libraries should provide basic access to information technologies that are beyond the capacity of local libraries because of cost or complexity.***

5) ***Regional Libraries should serve as government information center access points to provide small, rural libraries and individuals with convenient access to the entire range of online State government information as it develops.***

Access to information in the 1990s is a major economic development issue. The regional libraries are strategically placed to insure that the State of Vermont and DOL meet and further the library and government information needs of Vermonters as the State moves toward the new century. To that end:

1) The department should initiate a process to explore sharing sites, costs, and

services in partnership with other resource and information providers (e.g., CCV, off-campus courses, ABE sites) to maximize use of the physical plants and collections where possible.

2) The department should study the possibility of providing the option of public online interactive access through the regional libraries to State government services as they develop in various State agencies (e.g., Motor Vehicle, Human Services, etc.).

3) The department should work with the State Buildings Department to explore the possibilities of joint use of regional library sites with other State agencies where space, compatible services or acreage is available for expansion of existing buildings.

4) The public response to regional library service was so favorable that DOL should further study additional information-related services which could be channeled through them as an intermediary to a receptive public.

Additional Alternatives Offered for Consideration to Provide Resources for Library Services

1) The Department of Libraries could levy charges on agencies that wish to use regional libraries for supplemental collections and are not eligible under Federal Library Services and Construction Act guidelines, e.g., schools.

2) The Department of Libraries and local communities should evaluate the viability of small public libraries and study the possibility of towns contracting with larger libraries or regional libraries to provide limited public library service in lieu of a local library.

3) The Department of Libraries with the Vermont General Assembly could explore the viability of writing into law a local per capita tax support level for local library service in line with average national levels, i.e., $16.00 per capita.

These recommendations are valid for FY94-95 as Vermont's local, rural libraries will not change their operations or increase their funding dramatically in the short term. Because regional libraries are efficient and cost effective, reducing their number was rejected as savings would be minimal and services would deteriorate. But it must be understood that we cannot lay the question of regional library service to rest. It will be ongoing as technology, the economic environment, the publishing industry, the national information highways and the methods of accessing information to increase knowledge undergo new and dramatic transformations. In three to five years advances in new technologies, telecommunications, and transfer capabilities will require everyone - even the smallest, poorest and most isolated libraries - to adapt to a very different world.

Executive Summary

The future of public libraries is a promising one - but only if libraries can be pro-active and meet the challenges of information technology which will drive the future. Libraries must do this together. The Department of Libraries intends that public libraries must be increasingly responsive to community needs and to that end regional libraries have played vital roles in the past, are appreciated in the present, and will be equally needed, if not more so, for the foreseeable future. At the same time, Vermont's small, inadequate rural libraries must be encouraged to rethink their roles and concentrate on changing services to fill those roles if they are to survive or even exist in the next century.

REGIONAL LIBRARIES STUDY

FY93

REGIONAL LIBRARIES STUDY

FY93

The Vermont General Assembly in the Fiscal Year 93 Appropriations Act (Public Law 245) directed the Department of Libraries (DOL) to review and assess its regional library program. The charge to DOL was:

> *... to investigate the feasibility of reducing the number of facilities in its regional library service. The investigation shall provide for public comment and be completed and submitted to the general assembly by June 30, 1993. The process shall address the future structure of services; potential capital costs to effect restructuring; and requirements imposed by federal law and equity concerning facilities and materials. If the conclusion of the study is that one or more facilities should be eliminated, implementation should commence immediately after adoption of a formal plan with the intent that the restructuring shall be completed by March 30, 1995.*

The legislative directive was for the Department of Libraries to study the viability of the regional library program in the volatile information environment of the 1990's and to recommend the level of operation and structure needed to sustain adequate public library and information services to Vermonters in a time of ongoing economic restraint. Questions raised included: Does Vermont need a regional library program in the 1990's? If so, how many regional libraries are required to provide services for Vermont libraries and individuals as we look toward the 21st century?

Purpose of Regional Libraries

The purpose of the regional library program is defined in accordance with 22 VSA 605 (4, 5) and the mandates outlined in the Library Services and Construction Act (LSCA) Title I: 1) to provide supplementary collections of library materials, specialized consulting help, skills training, and interlibrary loan services to Vermont public libraries, and 2) to provide library, information and interlibrary loan services to individual Vermonters who do not have access to adequate public libraries.

Current Environment - 1992-1994

For several years the department has encouraged local libraries to become independent. As cooperative efforts, use of technology, and staff education grew, it was projected that local libraries would rely less on regional libraries for supplementary materials. This simply has not been the case. The feedback gathered from questionnaires, hearings and the reaction of citizens involved in this study validate the fact that the regional libraries are doing precisely that for which they were founded - providing Vermonters with good and worthwhile public service. In the eyes of the public statewide, this service should be maintained and adequately funded.

Regional library service must be set in the context of Vermont's unique character and of the global library and information environment of the 1990s. According to the 1990 Census Vermont is the most rural state in the country with two-thirds of its people living in small, rural communities. Further, Vermont has no county or middle level government and, therefore, has only very small town libraries and the State library system to provide a rural population with information access. Vermont has more libraries per capita than any state in the U. S. Yet 50,000 Vermonters still have no local public library service. Over 90% of the 212 existing public libraries are in towns with less than 2,000 population and are staffed by part-time personnel or volunteers with no formal library training. Local staff turnover is approximately 35% every two years. Most libraries have very small collections. Vermont's terrain and climate make travel to the major library collections difficult for the poor, the young, and the elderly. Small colleges, public and private, as well as rural school libraries also need access to major research collections and other national information sources to support both research and individual needs. Rural libraries simply lack the tax base to provide the financial and human resources to make the transition to new technologies and formats for information. In Vermont, technical development, leadership, and training in the library and information area has had to come from the State agency and its regional libraries.

In FY92 over 80% of the 212 public libraries continued to rely on regional libraries for materials as did the Vermont elementary and secondary education communities. This continued use may be because local financial support of public libraries has not increased substantially in most cases. Appendix A shows local level of library support for Vermont public libraries. Even though school libraries are mandated in the Public School Approval Standards, increased State aid to schools in the 1980s has also not improved school libraries to the point that they are adequate and independent.

Libraries disagree about the types of regional library materials and services they need. Smaller, poorly funded libraries use regional libraries to supplement local materials in every category while larger libraries tended to be more selective. All but the largest libraries, however, do use regional libraries heavily to supplement popular materials and adult non-fiction. Appendix B provides the entire public library survey analysis.

Further, in the last twenty years, increased in-house use of regional library facilities by librarians and individuals needing specific materials and information has changed the role of the regional library from almost exclusively a warehouse of books to that of an open service allowing every Vermonter the opportunity for free, unrestricted access to a great number of materials. The department's overall increased use of technology for circulation, acquisitions, and interlibrary loan offers the user faster and more complete access to materials from local libraries.

History and Background

The regional library program, instituted in 1937, was one of the first statewide library system efforts in the United States. For the first three decades of their existence each of the five regional libraries was housed in a large public library in its area. Northwest was

housed at the St. Albans Free Library, Southwest at the Rutland Free Library, Southeast at the Brooks Memorial Library in Brattleboro, Northeast at the St. Johnsbury Athenaeum, and Midstate at the Department of Libraries in Montpelier. Services were provided on-site and in the field with bookmobiles that travelled on a schedule to rural libraries throughout the state.

Library services during this period were available only to local libraries and library personnel. No onsite regional library services were provided to individuals but a small number of bookmobile stops in selective areas did serve the public.

In the late 1960s increased demands for services from local libraries, crowded quarters caused by growing collections, and competition with the host public libraries for space forced a review of the regional library services. Increased space needs of the regional libraries, coupled with the availability of new Federal library construction funds, resulted in the construction of five regional library buildings from 1966 to 1972. The new facilities provided room for the growing collections, vehicle storage, loading space, adequate parking space for patrons, and conference room space to provide training opportunities for local library personnel.

In the early 1970s reductions in State funding forced yet another review of services which, after a major statewide controversy, resulted in the elimination of the bookmobile program in 1973. At the same time, to insure that all Vermonters had adequate access to library materials, the five regional library collections were opened to the general public for the first time. This 1972 action resulted in a major change for regional library service as prior to 1971 no regional library books were circulated onsite to the general public.

The 1970s and 1980s saw many changes in the program. When bookmobile service terminated, a book delivery service was provided for libraries and a books-by-mail program was initiated for isolated individuals. After a ten-year period both were eliminated because of escalating costs and declining use.

Regional libraries were initiated by the State and supported with State funds for their first thirty years. During the 1970s and early 1980s, however, several economic downturns in Vermont impacted the regional library program. The services provided to libraries and the general public by regional libraries allowed them to become and remain a priority for Federal funding from the Library Services and Construction Act (LSCA). Throughout this period funding increases were provided by Federal funds and the program relied more and more on LSCA Title I for its funding. With the increase in Federal support also came the responsibility to adhere to Federal mandates and regulations specified under LSCA Title I, which is public library specific and does not allow for extended library services to schools. State general funds allocated in excess of the required Federal match were used to provide materials to those institutions not eligible under LSCA Title I.

The regional library program has been the mainstay of all of the department's extension and outreach services for the past 56 years. Through the years and despite budget reductions, staff cuts, and an increasing workload, they have kept pace with technology, remained cost efficient, and have done a great deal to upgrade local library services,

especially in rural and isolated areas of Vermont.

Population Served by Regional Libraries

The regional library program serves any Vermonter needing library materials and/or information. This is done either through a local public or school library or directly if the person does not have convenient access to a public library. Because many Vermont public libraries are very small, poor, and open few hours, it has become increasingly essential in the burgeoning information society that the public have direct access to books and information. In 1979, 35,000 individuals visited the regional libraries and borrowed 90,000 books directly. In FY92 153,520 books were circulated to 53,012 Vermonters.

Major Regional Library Programs and Activities

1. Circulation of materials to libraries and individuals from collections totalling over 300,000 volumes in five locations.

2. Working with over 200 local communities to upgrade local library service.

3. Training and education for rural library personnel, 90% of whom have had no formal library training.

4. Provide expertise in new technologies and resources that have an impact on the library and information environment.

Goals

1. To supplement the range of materials and informational access capabilities of public libraries, schools and institutional libraries by providing collections of library materials and interlibrary loan services.

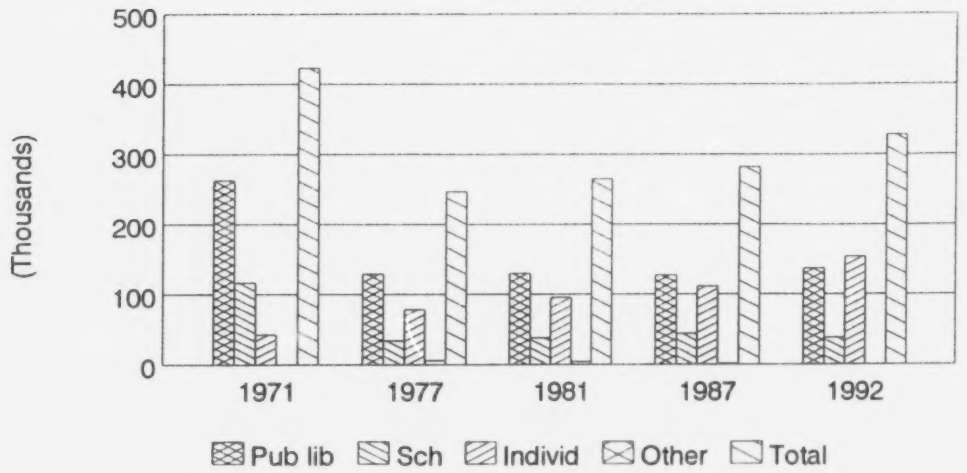
2. To increase self-sufficiency, initiative and expertise at the local level by providing technical assistance and educational opportunities for local libraries.

3. To provide library materials and interlibrary loan service directly to individuals who do not have convenient access to public libraries.

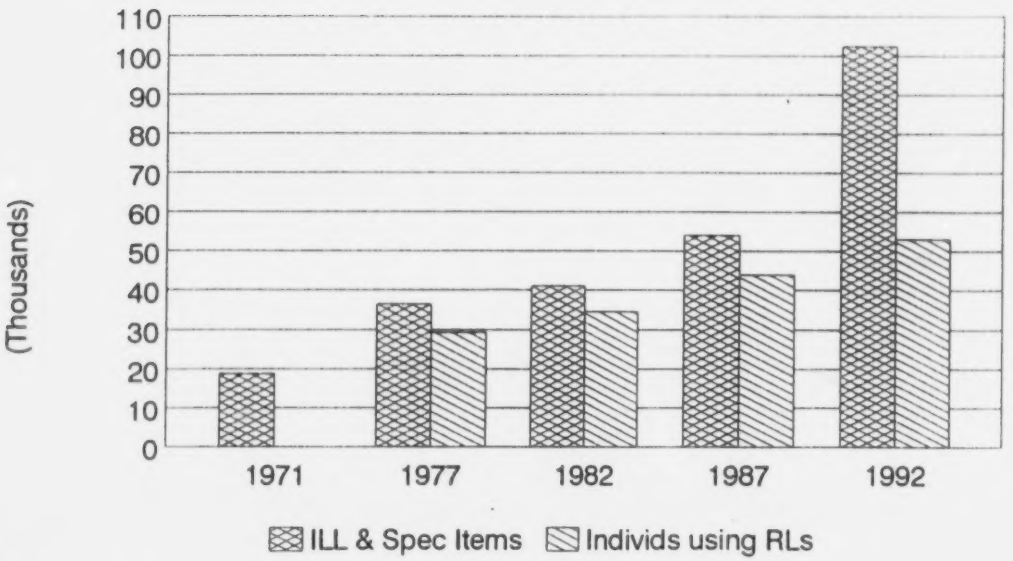
4. To develop the collection taking into consideration the missions and needs of local libraries in an ever-changing information and publishing environment.

Use of Regional Libraries 1971-1992

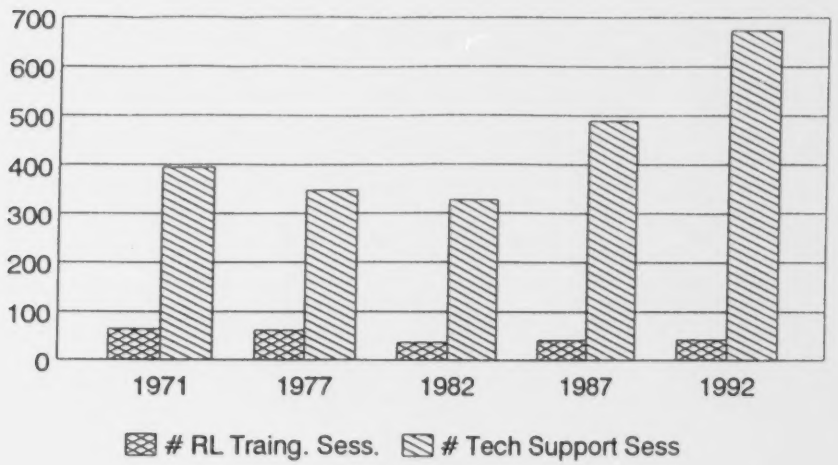
REGIONAL LIBRARIES CIRCULATION



REQUESTS FOR ILL/SPECIAL ITEMS &
NO. INDIVIDUALS USING REGIONAL LIBRARIES



TRAINING SESSIONS IN REGIONAL LIBRARIES &
TECHNICAL SUPPORT SESSIONS FOR PUBLIC LIBRARIES



Funding

Regional libraries are presently funded with Federal Library Services and Construction Act Title I public library funds, State General Funds which are used for matching requirements and non-eligible Federal expenditures, and a small amount of restricted private trust funds.

In FY94 the funds are as follows:

Federal:	$ 209,906
General Fund:	434,953
Private	12,800
Total	657,659

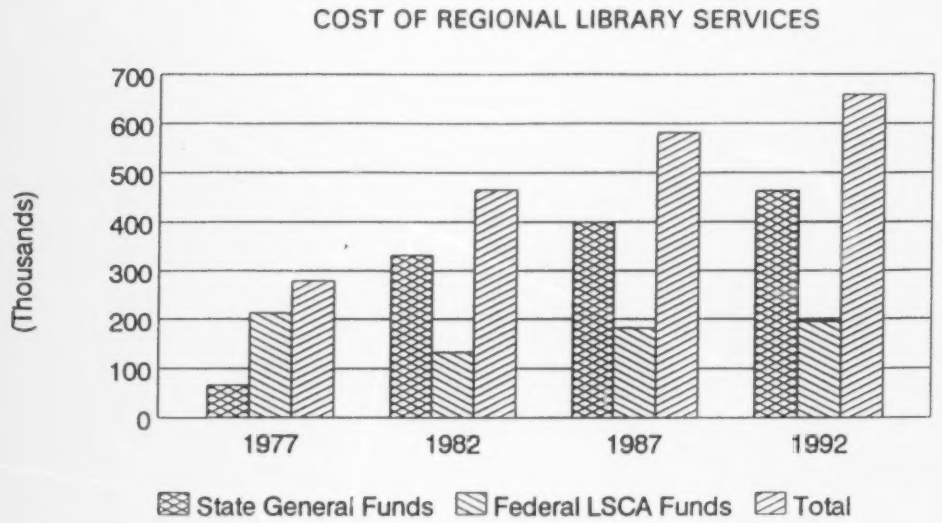
Of the above amount, $267,870 in General Fund dollars is used to match Federal funds. The LSCA and matching funds can be used only for purposes eligible under LSCA I or to support public libraries, individuals who do not have access to public libraries, literacy, persons in institutions, and persons with disabilities. Supplementary collections and services to school libraries and curriculum is not an eligible expense.

$58,218 in General Fund dollars is used to provide janitorial and maintenance staffing for the regions, an expense that is also not eligible for matching funds under Title I.

$12,500 in the FY94 regional libraries budget is derived from a private trust to provide library materials for children and young adults of Vermont.

If Federal funds are not matched and the total is not used for eligible Federal purposes, all LSCA Title I funds ($357,000 est.) will be lost. In addition to regional libraries, Title I funds also support Department of Libraries programs for public library development,

technical processing, persons who are blind and visually impaired or in institutions, and a small amount for administration. For any year in which the Department of Libraries could not meet its match and maintenance of effort, it would receive no LSCA Title I funds.



NOTE: Breakdown for 1971 was not available

The 1990-93 period has been a difficult one for regional libraries with funding and staff decreases of more than 20%. In FY93-94 regional libraries are operating at a maintenance-only level of service.

The above numbers are interesting in that the increases in State funds over the twenty-year period were largely due to mandated increases in salaries and benefits during that period, while Federal LSCA funds used for operating expenses remained relatively stable. The fact is that salaries for remaining positions more than doubled during the 1970-93 period, even with the 20% reduction in positions. Required State health and retirement costs also escalated fringe benefit costs.

However, in 1992, even with the elimination of five half-time positions, the budgets for library materials in regional libraries had to be reduced by 50% because of mandated personnel costs for salary increases, health costs and retirement contributions. In FY93 the book budgets had to be totally eliminated for these same reasons. The purchase of adequate supplementary materials to back up poorly funded public libraries (Appendix A) is essential if regional libraries are to meet their goals and operate at realistic levels.

It must be noted that regional library services are extremely cost efficient. If only circulation was used as a cost factor, the cost of circulating a book in 1977 was $1.13; in 1992 it was $2.00. When the added services of interlibrary loan, training, and consulting

are included, regional libraries provide extremely efficient library and information services for Vermonters. The per capita expenditure for regional library service in 1992 was only $1.16.

The reduction in regional library funding brought the question of the value and necessity of regional libraries to the forefront. Is the service essential? If so, does it need to be maintained at current levels?

To address the above questions, in 1992 the Department of Libraries initiated a fourteen-month review of the service. The review had three major components. The first was an internal review of uses of regional libraries, costs involved to support that use, and sources of funding for the service. Second, input from public libraries was undertaken in two ways. A detailed survey was sent to all public libraries to determine present use and future projections. Eight meetings were held statewide with various library and municipal officers groups and the Vermont Library Association to discuss the issue. The results of those meetings were also compiled. Third, five public hearings for any Vermonter or librarian or trustee interested in the issue were held statewide at the regional libraries.

Public Library Input

Public library input in the review process of the regional library program was sought in several ways. A survey was sent to all 212 public libraries in Vermont. Although there was a 70% response rate, the result clearly indicated a lack of consensus in the library community on the issue. Forty-five percent of total libraries surveyed see regional libraries as critical, but over 75% see them as important. Responses were divided clearly by library size and technical sophistication. Small libraries with inadequate local funding depend heavily on regional library collections to supplement their local collections. Fifty-two percent of libraries serving town populations under 5,000 saw regional libraries as critical in this area. The larger the library, the less critical regional libraries became to local libraries. Libraries in towns of over 10,000 found the service moderately useful at best. Also, public libraries of all sizes that have computer access to the Vermont Automated Libraries System (VALS) and, therefore, access to all the major libraries in the state, used regional libraries significantly less than those which rely on manual interlibrary loan services.

The only message that consistently came from the meetings was that interlibrary loan and resource sharing through the Vermont Automated Libraries System (VALS) was critical to all libraries statewide. Results of the sessions, compiled by the Vermont Library Association, are in Appendix C.

The only clear conclusion from overall library community input is the obvious one - that the size, sophistication and amount of local support of individual libraries determines the value each places on regional library services.

Input from the General Public

To meet the legislative mandate to insure that Vermonters throughout the state had an opportunity to testify, a public hearing was held in each of the five regional libraries during October and November, 1992.

Date	Location	Attendance	Letters
October 29	NERL, St. Johnsbury	> 60	75
November 12	SWRL, Rutland	15	25
November 17	NWRL, Georgia	30	42
November 19	MRL, Berlin	11	11
November 20	SERL, Dummerston	> 90	184
Letters (region not specified)		—	14
Total		> 206	352

Each hearing was advertised twice in statewide and local newspapers, and on the radio and TV. Advance notice was also placed on the door of each regional library and flyers were distributed.

The testimony given at each of the hearings was tape recorded and collected in writing by participants. In addition, letters, questionnaires and petitions were accepted from librarians and the public who did not wish to testify or could not be present at the hearings. As of February 1, 1993, DOL had received 352 letters and petitions with 1,651 signatures.

Throughout the process the general public's and professionals', and, by extension, the public librarians' views of the basic mission of the regional libraries appear exactly opposite.

Because the local libraries see themselves mostly as book distributing agencies, they feel the most important function of the regional libraries is to provide supplementary collections of books to small public libraries. The public, however, overwhelmingly feels a need and desire for knowledge that goes beyond to a broad range of information services from basic reference and research to very sophisticated data.

The public repeatedly voiced an assumption that local public libraries simply can't meet their individual needs. This pervasive feeling is of great concern to the department because local libraries should be able to access via VALS the same materials statewide as the regional libraries, and just as quickly. Local public libraries of all sizes must broaden their missions to be a viable force in serving future information needs of an increasingly knowledgeable, complex society.

Comments common to all hearings were:

1) The staffs at all five facilities received high praise for the quality of service provided. The staff was seen as being professional, efficient,

knowledgeable, friendly and service oriented, and able to access and obtain materials that local libraries couldn't or wouldn't search for. Over and over we heard "my local library couldn't get it, but the regional got it in only a few days."

2) Local libraries were consistently seen as inadequately funded, limited in service and materials, slow, and not always client oriented ("my library is poor, does not have what I want, not open enough hours, offers limited time for borrowing, limits the number of books I can borrow at one time, etc.").

3) Individual hands-on use of the computerized catalog and other VALS resources was seen as a draw at the regional library as it provides user anonymity and empowerment. More than one person mentioned that he/she didn't like being treated as a "child" or "inferior" at a public library where computer access is mediated by the librarian.

4) A persistent theme was that the regional libraries provided more complete library services than even the largest public libraries. (This is interesting because regional libraries' services include only books and ILL, as opposed to the wide range of usual public library services, programs, formats, etc., and because at any given time each regional library has a large percentage of its books checked out to local public libraries.)

5) Home schoolers statewide testified at all five hearings that they consistently received outstanding service at the regional libraries but not at their public libraries. This constituency viewed the regional library as their primary source of curriculum materials.

6) School libraries testified consistently on the need for materials. (This, too, is a concern to the department because responsibility for school library/media services does not fall to the Department of Libraries. Any available Federal funding for school libraries flows to and through the Vermont Department of Education. The DOL receives no State or Federal funds to support school library materials or services.)

Public use of the facilities has revealed a level of library and information service at the regional libraries well above that offered by even the largest local libraries. Moreover, regional library services do not duplicate local library service because of the universal department staff attitude of "if we don't have it, it is no trouble to get it for you." Each patron request for extending knowledge is viewed as valid and important. Each question has an answer that is obtainable.

Conclusions Reached From Meetings and Hearings

From the foregoing it appears that there are few, if any, alternatives to regional library services at this time. Local communities, because of fiscal constraints, inadequately

trained personnel, and poor resources would find it very difficult to carry out adequate library services to local patrons without the backup collections and informational resources of the department. It is unrealistic to believe that municipal appropriations for libraries will ever be increased enough to adequately support total independent public library service in every small town.

The department, through its regional libraries, also has a responsibility to serve those Vermonters who do not have convenient access to a local library. At the same time, the department's education and consulting services strive to strengthen local libraries. Because one-third of local librarians turn over every two years, however, it is difficult to achieve lasting results and build local skills over the long term. The year-long review proved that:

1) At a time when experts project that access to information will be a major economic factor between the "haves" and the "have nots," Vermonters need knowledge and information resources that are as diverse and complete as that available to their urban, suburban, and rural counterparts throughout the country. Information services are inadequate in all Vermont libraries - small, large, rural, endowed, well funded, etc.

2) Library and information resources in Vermont are not only inadequate overall; they are extremely uneven from community to community throughout the state. Access to what is available varies as well.

3) Responses to a call for input on the regional library issue reveal opposing views on something even more basic: the public's need for materials, knowledge, and information. Librarians consistently saw books continuing as the major source of knowledge and information in the future. The public, however, consistently pleaded for access to the whole range of information services in a variety of formats.

4) Regional libraries were seen as a vital information and supplementary resource by 80% of Vermont librarians who directed school and public libraries in small to middle sized communities of under 2,500 and by the general public from communities large and small.

5) There is a growing - rather than decreasing - demand for reading materials and information to further literacy, research, job retraining, home schooling and lifelong learning initiatives for Vermonters of all ages and life situations.

6) Regional libraries do not duplicate other library services in Vermont. In fact, testimony and letters overwhelmingly state that the regional library personnel's professional expertise and willingness to meet users' needs provide the only alternative for Vermonters who have inadequate and limited local information services. Many stated regional library service was one of the most efficient uses of tax dollars that they had encountered.

7) Today, Vermonters expect and demand convenient, efficient access to information regardless of age, location, isolation or adequacy of local information services. They don't care about ambiance, will drive long distances, and bypass inadequate local libraries to receive what they want.

Recommendations

To insure that all Vermonters - regardless of location, age, education, economic level or special need - have access to knowledge and information to make life decisions in a rapidly changing world, it is essential that the Department of Libraries and its regional libraries cooperate with other libraries and information resources statewide. Regional libraries are critical for rural populations because they broaden the range of knowledge and information available. There is little duplication of effort. Through resource sharing, Vermonters - even the most isolated - have over 4,500,000 materials accessible and easily available to them from virtually every public and private library in the state. Vermont's entire library system depends on cooperation and the willingness of partners to provide their share of resources. Regional libraries in 1993 do precisely what they were founded to do in 1937, albeit with new technology and delivery systems. With their sizeable collections, regional libraries play an important and growing part in helping local public libraries to meet the information needs of their citizens.

To insure that Vermont libraries at both the state and local levels continue to work toward providing basic, adequate information services it is recommended that:

1) ***The regional library structure should continue to operate with its present five sites (Berlin, Dummerston, Georgia, Rutland, St. Johnsbury) to provide supplementary materials and services to local libraries and direct information services to the individuals who do not have convenient access to a public library.***

2) ***Adequate funding for the purchase of current materials should be provided annually, either through the General Fund and/or by developing a mechanism that would allow for institutions not eligible for LSCA Title I or public library matching funds (e.g., schools) to contribute for use of the collections.***

3) ***Department of Libraries should make new automated information services and opportunities easily available to all local libraries through VALS to reduce local dependence on regional libraries.***

4) ***Department of Libraries through its regional libraries should provide basic access to information technologies that are beyond the capacity of local libraries because of cost or complexity.***

5) ***Regional Libraries should serve as government information center access points to provide small, rural libraries and individuals with convenient access to the entire range of online State government information as it develops.***

To insure that the State of Vermont and department meet the library and government information needs of Vermonters not only for the present but also as the State moves toward the new century, it is further recommended that:

1) The department should initiate a process to explore sharing sites, costs, and services in partnership with other resource and information providers (e.g., CCV, off-campus courses, ABE sites) to maximize use of the physical plants and collections where possible.

2) The department should study the possibility of providing the option of public online access through the regional libraries to State government services as they develop in various State agencies (e.g., Motor Vehicle, Human Services, etc.).

3) The department should work with the State Buildings Department to explore the possibilities of joint use of regional library sites with other State agencies where space, compatible services or acreage is available for expansion of existing buildings.

4) The public response to regional library service was so favorable that DOL should further study additional information services that could be channeled through regional libraries as the intermediary to a receptive public.

Additional Alternatives to Provide Resources for Library Services

1) The Department of Libraries could be authorized to levy charges on agencies that wish to use regional libraries for supplemental collections and are not eligible under Federal Library Services and Construction Act (LSCA) guidelines.

   a) Schools - School libraries are important to support local curriculum and reading for students. However, school libraries are excluded from use of LSCA to required matching funds. The Department of Libraries could explore the possibility of providing a subscription service to schools and other agencies which wish to use regional libraries for supplementary collections. Interlibrary loan and individual use by school personnel would, of course, continue as presently done at no charge and in the same way as service is offered to the general public.

   b) Schools could also explore the possibility of using Federal funding for school library services to provide for the school portion of collection use through direct allocation of eligible Federal funds that flow through Department of Education to regional libraries based on a negotiated formula.

2) The Department of Libraries and local communities should evaluate the viability of small public libraries and study the possibility of contracting with larger towns or

regional libraries to provide limited local public library service in lieu of a local library.

3) The Department of Libraries with the Vermont General Assembly should explore the viability of writing into law a local per capita tax support level for local library service in line with average national levels, i.e., $16.00 per capita.

Rejected Alternatives to the Above Recommendations

In line with the legislative directive to review the regional libraries for the possibility of consolidating services, a number of alternatives were explored throughout the process and rejected. These are as follows:

1) The Department of Libraries should reduce the number of regional libraries. After reviewing regional library funding, Federal guidelines, and matching requirements, we determined that the maximum savings in FY94 dollars would be $80,000.00, and even that amount would not be realized on an annual basis until FY99. It must be noted that if reductions were recommended they would have a great negative impact on Vermonters' ability to access needed information at a time when knowledge and information are becoming more, not less, crucial to individuals, businesses, and economic development statewide.

   a) Reduce the number of regional libraries from five to four, three, or two - no savings. To accomplish this, Nos. iv and v below would need to be implemented. Further, longtime employees would require substantial annual leave payoffs and unemployment insurance.

   b) Reduce the number of regional libraries from five to one. Rejected. The savings would be approximately $80,000.00 down the road in FY99 (based on FY94 dollars). Any reductions to allow further savings would put in jeopardy funds needed for Federal matching requirements. it would also increase costs for small local libraries for travel, postage, materials and increased space requirements to meet new configurations of library use. Costs to individuals who would have no access to information cannot be estimated.

   c) Reduce the number from five to zero, totally eliminating the regional library program. Rejected as an unacceptable option. The 300,000 books in the regional libraries are a crucial resource in the statewide interlibrary loan network and in providing supplementary collections for rural libraries. The regional library collections, taken as a whole, provide the backbone of Vermont's resource sharing network.

The a), b) and c) alternatives above were rejected after input from the library community and the public. If implemented, they would involve a complex, multi-year effort for several

reasons.

1. Regional library buildings have a Federal equity interest which must be met or transferred to a new building.

2. A major expansion for warehousing books would be necessary if a single site were to house consolidated collections. Estimated cost - $750,000.00. Estimated time schedule for legislative authorization, allocation of funds, and construction time - 2-3 years.

3. One year per regional library is the best case estimate for implementing closure. Closure requires retrieving all outstanding materials, de-accession or transfer of collections, and mass moving of collections. Cost of moving - $20,000 per region based on present staffing.

4. Staff savings. Based on the minimum of a five-day schedule to operate a single enlarged regional library, a staff of 10-12 is required (3 professional, 3 paraprofessional, 3-4 clerical, 1 full-time janitorial). Staff savings after 1999, 8-10 positions (6 full-time, 3-4 half-time). Dollars saved would not reflect the reduced number of positions as Federal matching requirements must be maintained.

5. To implement a reduction in the regional library program appropriation beyond annual operating costs, the following expenses would be required.

- Building addition (Bldgs. Dept. est.) -	$750,000
- Moving costs (4 regions) - est. -	$ 80,000
- Staff reduction costs (vacation payouts, unemployment comp. - est. -	$100-150,000

Conclusions

The foregoing recommendations, and, indeed, the entire premise of regional library service, depend on the continuation of existing funding sources. If, for example, Federal library funds decrease significantly, the alternative solutions would have to be re-examined.

Beyond funding - and more importantly - the information environment in the 1990s is volatile and changing dramatically. Within this context regional libraries are doing precisely that for which they were founded. The answers to the questionnaires, the results of the public hearings, and the general reaction of citizens as a whole indicate that the regional libraries provide Vermonters with efficient, cost effective, and worthwhile public service.

The recommendations in this report are valid for FY94-95 as Vermont's local, rural libraries will not change their operations or increase their funding dramatically in the short term. But it must be understood that we cannot lay the question of regional library service to rest. It will be ongoing, as technology, the commercial environment, the publishing

industry, the national information highways and the methods of accessing information to increase knowledge undergo new and dramatic transformations. In three to five years advances in new technologies, telecommunications, and transfer capabilities will require everyone - even the smallest, poorest and most isolated libraries - to adapt to a very different world. Senator Gore's view of the National Research and Education Network (NREN) included the

> *... image of a little girl living in a rural area, at work on a school project. Was she information poor due to her physical location far from the resources of large cities? No. NREN would allow her to dial into the Library of Congress to collect information on dinosaurs.*[1]

The future of public libraries is a promising one but only if libraries can be pro-active and meet the challenges of information technology which will drive the future. Libraries must do this together. The Department of Libraries intends that public libraries must be increasingly responsive to community needs and to that end regional libraries have played vital roles in the past, are appreciated in the present, and will be equally needed, if not more so, for the foreseeable future. At the same time, Vermont's small, inadequate rural libraries must be encouraged to rethink their roles and concentrate on changing services to fill those roles if they are to survive or even exist in the next century.

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[1] J. A. Polly, "NREN For All," Library Journal, February 1, 1993, p. 38.

APPENDICES

Public Library Tax Support, 1991

TOWN.....	POPULATION	LOCALTAX.	TOTINCOME.	PCTAXSUPP
SOUTHBURLINGTON	12809	842128	847608	65.75 CL
SHERBURNE	738	38093	39034	51.62
ESSEXJUNCTION	8396	317795	320272	37.85
READSBORO	762	27256	27834	35.77 CL
DOVER	994	35000	39024	35.21
BRATTLEBORO	12241	417464	486341	34.10
FAIRFAX	2486	79395	80206	31.94 CL
BURLINGTON	39127	1062581	1119420	27.16
VERNON	1850	46174	47188	24.96
NORTHHERO	502	12150	16748	24.20
NEWHAVEN	1375	30190	31246	21.96 CL
SPRINGFIELD	9579	207767	236152	21.69
MIDDLEBURY	8034	171583	174083	21.36
WILLISTON	4887	99475	103870	20.36
ROCKINGHAM	5484	109685	134620	20.00
WOLCOTT	1229	22160	23374	18.03 CL
STOWE	3433	60416	77673	17.60
WARREN	1172	20500	20796	17.49
PROCTOR	1979	34500	76330	17.43
ESSEX	8102	137303	138514	16.95
RUTLAND	22011	343335	516551	15.60
STAMFORD	773	11297	12132	14.61 CL
SOUTHHERO	1404	18919	19243	13.48 CL
FAIRHAVEN	2887	37525	38860	13.00
NEWBURY/WELLSRIVER	1010	13000	16325	12.87
TOWNSHEND	1019	12558	85519	12.32
BENNINGTON	19544	237780	291760	12.17
RICHFORD	2178	26000	27000	11.94
READING	614	7300	10016	11.89
FAIRLEE	883	10304	12419	11.67
MARSHFIELD	1331	15047	16554	11.31
PUTNEY	2352	25960	36135	11.04
SAINTALBANS	11945	131834	152181	11.04
SHELBURNE	5871	64160	71463	10.93
HARTLAND	2988	31661	34537	10.60
POMFRET	874	9200	13293	10.53
WATERBURY	4589	47435	70497	10.34
NORWICH	3093	31240	52827	10.10
BRADFORD	2522	24000	30311	9.52
SAINTJOHNSBURY	7608	71200	154650	9.36
CASTLETON	4278	38246	40326	8.94
WASHINGTON	937	8000	8851	8.54
RICHMOND	3729	31573	45982	8.47
HINESBURG	3780	31975	35539	8.46
COLCHESTER	14731	123130	128160	8.36
BAKERSFIELD	977	8000	12751	8.19
POULTNEY	3498	27720	30681	7.92
ROCHESTER	1181	9000	15350	7.62
CHESTER	2832	21300	36631	7.52
GUILDHALL	401	3000	3050	7.48
CHELSEA	1166	8500	11707	7.29
BRISTOL	3762	27237	46366	7.24
WINDSOR	3714	25795	49853	6.95

Public Library Tax Support, 1991

TOWN.....	POPULATION	LOCALTAX.	TOTINCOME.	PCTAXSUPP
RANDOLPH	4764	32964	66902	6.92
WARDSBORO	654	4500	7472	6.88
ROYALTON	2389	16000	22043	6.70
LUNENBURG	1176	7800	11870	6.63
LYNDON	5371	35000	65995	6.52
ENOSBURG	2535	16000	17882	6.31
WAITSFIELD	2268	14000	27299	6.17
ORWELL	1114	6815	9798	6.12
DERBY	1978	12000	17550	6.07
BRANDON	5836	35046	89039	6.01
WALLINGFORD	2184	12750	19869	5.84
MIDDLETOWNSPRINGS	686	4000	5850	5.83
WILMINGTON	1968	11450	21316	5.82
FRANKLIN	1068	6193	7682	5.80
GREENSBORO	717	4100	17367	5.72
HYDEPARK	2344	13000	14246	5.55
LOWELL	594	3200	3205	5.39
WESTFORD	1740	9064	9706	5.21
CABOT	1043	5400	7967	5.18
NEWPORT	5801	30000	66311	5.17
BENNINGTON/NORTH	2126	9971	77113	4.69
IRASBURG	907	4250	4469	4.69
UNDERHILL	7101	32680	33135	4.60
GRANDISLE	1642	7396	7765	4.50
MORRISTOWN	4733	21145	67950	4.47
NORTHFIELD	5610	25000	33523	4.46
BARTON	1572	7000	16783	4.45
BARRE	16893	75000	194448	4.44
WESTFIELD	422	1850	5448	4.38
WINOOSKI	6649	28200	28900	4.24
HARDWICK	2964	12500	13652	4.22
STRAFFORD	902	3744	11446	4.15
THETFORD	2438	10000	27093	4.10
MILTON	8404	32801	34151	3.90
WOODSTOCK	3212	12500	122830	3.89
WHITINGHAM	1177	4500	4724	3.82
THETFORD/POSTMILLS	2438	9000	12700	3.69
WESTRUTLAND	2448	9000	27145	3.68
BARNET	1415	5000	6102	3.53
ROXBURY	575	2000	3300	3.48
WEATHERSFIELD	2674	9295	10344	3.48
WELLS	902	3000	4212	3.33
ALBURG	1362	4500	6032	3.30
CANAAN	1121	3700	3740	3.30
BROOKFIELD	1089	3500	4500	3.21
CLARENDON	2835	9000	9300	3.17
GUILFORD	1941	6021	7051	3.10
LUNENBURG/GILMAN	1176	3500	3600	2.98
TROY	1609	4500	5926	2.80
PAWLET	1314	3672	8915	2.79
SHELDON	1748	4772	6544	2.73
PEACHAM	627	1625	13825	2.59
PITTSFIELD	389	1000	1162	2.57

Public Library Tax Support, 1991

TOWN.....	POPULATION	LOCALTAX.	TOTINCOME.	PCTAXSUPP
DANVILLE	1917	4825	28832	2.52
WINHALL	482	1200	4168	2.49
SHOREHAM	1115	2750	4335	2.47
GEORGIA	3753	8801	10356	2.35
PLAINFIELD	1302	3000	9000	2.30
WILLIAMSTOWN	2839	6500	8921	2.29
PITTSFORD	2919	6500	36346	2.23
SWANTON	5636	12500	35160	2.22
WALDEN	703	1500	2074	2.13
MONKTON	1482	2997	3512	2.02
LONDONDERRY	1506	3000	12009	1.99
JAMAICA	754	1500	3880	1.99
TUNBRIDGE	1154	2200	6296	1.91
CHITTENDEN	1102	2100	3445	1.91
HIGHGATE	3020	5599	5909	1.85
HARTFORD/WESTHARTFOR	9404	16440	17270	1.75
CHARLOTTE	3148	5500	6760	1.75
BENSON	847	1400	2079	1.65
JERICHO	4302	7000	7359	1.63
ARLINGTON	2299	3700	20588	1.61
HARTFORD/WHITERIVER	9404	14633	23539	1.56
CORNWALL	1101	1700	1977	1.54
LINCOLN	974	1500	4090	1.54
HANCOCK	340	500	499	1.47
VERGENNES	6978	9450	39564	1.35
BRIGHTON	1562	2000	5466	1.28
ISLELAMOTTE	408	500	1612	1.23
MONTPELIER	8247	10000	231500	1.21
HARTFORD/WILDER	9404	11200	15430	1.19
POWNAL	3485	4000	5250	1.15
BRIDGEWATER	895	1000	5500	1.12
HARTFORD/HARTFORD	9404	10290	14163	1.09
LUDLOW	2302	2500	75922	1.09
WESTWINDSOR	923	1000	1075	1.08
BARTON/ORLEANS	1395	1500	53650	1.08
HARTFORD/QUECHEE	9404	9900	21811	1.05
BRIDPORT	1137	1150	1990	1.01
CRAFTSBURY	994	1000	12677	1.01
SHREWSBURY	1107	1100	8380	0.99
MONTGOMERY	823	700	953	0.85
UNDERHILLCENTER	2799	2127	3537	0.76
HUNTINGTON	1609	1200	1250	0.75
WATERFORD	1190	800	1305	0.67
WOODBURY	766	500	555	0.65
DORSET	1918	1250	56539	0.65
GLOVER	820	500	829	0.61
SUTTON	854	520	589	0.61
WINDHAM	251	150	150	0.60
ANDOVER	373	200	300	0.54
WHITING	407	200	200	0.49
SHARON	1211	500	3498	0.41
DUMMERSTON	1863	650	1095	0.35
STARKSBORO	1511	500	800	0.33

Public Library Tax Support, 1991

TOWN.....	POPULATION	LOCALTAX.	TOTINCOME.	PCTAXSUPP	
NEWBURY	975	300	9879	0.31	
BURKE/EAST	1053	300	850	0.28	
CAMBRIDGE	2667	550	8767	0.21	
DERBYLINE	2501	500	270480	0.20	
ARLINGTON/E	2299	400	749	0.17	
BETHEL	1866	200	18352	0.11	
RYEGATE	1058	100	101	0.09	
RYEGATE/SOUTH	1058	100	2240	0.09	
ATHENS	313	0	0	0.00	DNR
BARNARD	872	0	0	0.00	DNR
BARNET/MCINDOES	1415	0	3162	0.00	
BERKSHIRE	1190	0	-1	0.00	DNR
BURKE/WEST	353	0	1837	0.00	
CAVENDISH	1323	0	0	0.00	DNR
CORINTH	1244	0	18051	0.00	
CRAFTSBURY/EAST	994	0	25500	0.00	
DANBY	1193	0	31657	0.00	
GRAFTON	602	0	19048	0.00	
JOHNSON	3156	0	14707	0.00	
LANDGROVE	134	0	0	0.00	
MANCHESTER	3622	0	130470	0.00	
NEWFANE	1555	0	20200	0.00	
PLYMOUTH	440	0	675	0.00	
THETFORD/NORTH	2438	0	2018	0.00	
WESTMINSTER	399	0	7500	0.00	
WESTMINSTERWEST	3026	0	670	0.00	
WESTON	488	0	11225	0.00	
MIDDLEBURY/EAST	8034	-1	-2	-0.00	DNR
DANVILLE/NORTH	1917	-1	-2	-0.00	DNR
DANVILLE/WEST	1917	-10	-20	-0.00	inactive
FAIRFIELD	1680	-1	10357	-0.00	confusing
MORETOWN	1415	-1	-2	-0.00	DNR
CONCORD	1093	-1	-2	-0.00	
MOUNTHOLLY	1093	-1	-2	-0.00	
GROTON	862	-1	2049	-0.00	
COVENTRY	806	-1	-2	-0.00	
ALBANY	782	-1	199	-0.00	
RUPERT	654	-1	-2	-0.00	
WESTFAIRLEE	633	-1	-2	-0.00	
STOCKBRIDGE	618	-1	-2	-0.00	
HUBBARDTON	576	-1	157	-0.00	
WATERVILLE	532	-1	-2	-0.00	
TINMOUTH	455	-1	29	-0.00	
NEWARK	354	-1	-2	-0.00	
GRANVILLE	309	-1	-2	-0.00	
		6151914S	8929946Sum		
				5.96Avg	

these are accurate

PUBLIC LIBRARY USE OF REGIONAL LIBRARY SERVICES--A QUESTIONNAIRE--RESULTS
SUMMARY FOR ALL LIBRARIES

POPULATION:		
	5,000 and under	119
	5,000 - 10,000	18
	10,001 - 25,000	7
	over 25,000	1*

TOTAL RESPONSES:	145
TOTAL MAILED:	210
RESPONSE RATE:	69.0%

SUPPLEMENTAL COLLECTIONS

1. How important are supplemental collections to your library? Please check one:

Critical	65	44.8%
Important	47	32.4%
Moderately useful	14	09.7%
Do not use this service	15	10.3%
No answer	4	

2. IF YOU TAKE SUPPLEMENTAL COLLECTIONS, how important are each of these categories: (TOTAL RESPONSES = 729)

	very important	somewhat important	not at all important
a. popular fiction, sci fi, mysteries, etc.,	14.3% (104)	02.3% (17)	00.7% (5)
b. classics or books of lasting value	04.9% (34)	08.4% (61)	02.1% (15)
c. bestsellers	08.4% (61)	05.9% (43)	02.1% (15)
d. adult non-fiction	10.6% (77)	04.9% (32)	00.7% (5)
e. juvenile non-fiction	08.8% (64)	05.5% (40)	01.4% (10)
f. juvenile fiction	09.1% (66)	04.7% (34)	01.6% (12)
g. other -- not specific	02.2% (16)	01.8% (13)	--

3. Are there supplemental materials you do not receive but would like to receive from the regional libraries?

   Yes (PLEASE DESCRIBE BELOW)

AUDIOTAPES	23
FILMS/VIDEOS	16

4. If (as is now the case) you were asked to be responsible for picking up and returning supplemental collections, what is the furthest distance from a regional library would you be willing to be? Please check one:

Not willing to drive any distance/unable to drive	06.2%	(9)
Maximum of 30 miles or less	44.1%	(64)
Maximum of 31-60 miles	33.1%	(48)
Maximum of 61-90 miles	04.8%	(7)
Distance is not a factor	08.3%	(12)
No answer		(5)

5. Now assume that you still would have to travel to pick out supplemental collections for your library, but now they would be delivered to and picked up from your library. How far away from a regional library are you willing to be? Please check one:

Not willing to drive any distance/unable to drive	05.5%	(8)
Maximum of 30 miles or less	34.5%	(50)
Maximum of 31-60 miles	35.9%	(52)
Maximum of 61-90 miles	05.5%	(8)
Distance is not a factor	15.2%	(22)
No answer		(5)

CONSULTING

6. How often in the past 12 months has the regional librarian visited your library to provide consulting service?

Has not visited	36.6%	(53)
Once	27.6%	(40)
Twice	17.9%	(26)
Three or more times	15.9%	(23)
No answer		(3)

7. IF THE REGIONAL LIBRARIAN HAS CONSULTED THROUGH PERSONAL VISIT(S): What consulting services has the regional librarian performed for you in the last 12 months and how helpful were these consulting services?

Type of consulting service (Please list)		very helpful	somewhat helpful	not helpful
GENERAL CONSULTING	(36)	33	3	
WEEDING	(33)	32	1	
COMPUTERS/VALS	(25)	21	3	
COLLECTION DEVELOPMENT	(20)	18	2	

8 . How often in the past 12 months has the regional librarian provided consulting help by means other than through personal visits (i.e., telephone, letters, during visits to regional library, e-mail, etc)?

Has not consulted in other ways	20.0%	(29)
Once	04.1%	(6)
Twice	09.0%	(13)
Three or more times	64.1%	(93)
No answer		(4)

9. IF THE REGIONAL LIBRARIAN HAS CONSULTED IN OTHER WAYS: What consulting services has the regional librarian performed for you in the last 12 months and how helpful were these consulting services?

Type of consulting service (Please list)		very helpful	somewhat helpful	not helpful
GENERAL CONSULTING	(52)	47	5	
REFERENCE/ILL	(39)	37	2	
COMPUTERS/VALS	(23)	21	2	
COLLECTION DEVELOPMENT	(21)	21	--	

10. How often do you feel the regional librarian should visit your library?

Not at all	02.1%	(3)
As needed	56.6%	(82)
Once a year	18.6%	(27)
Twice a year	08.3%	(12)
Three or more times a year	06.2%	(9)
No answer		(12)

11. Are there other ways in which the regional librarian could provide services or assistance that would be useful to you?

Yes (PLEASE DESCRIBE BELOW)

AUTOMATION 8

INTERLIBRARY LOAN

12. Does your library use a microcomputer to access VALS?

No	52.4%	(76)
Yes (GO TO QUESTION 17)	45.5%	(66)
No answer		(2)

13. Do you use the regional library for interlibrary loan (ILL) services (as opposed to using VALS for interlibrary loan)?

No (GO TO QUESTION 17)	07.9%	(3)
Yes	75.0%	(57)
No answer		(16)

14. IF YOU USE ILL: Please check the ways in which you use the regional library for ILL service:

Use ILL for regional library books only 12.3% (7)

Use ILL through regional library for requests into the Vermont Resource Sharing Network (i.e., receiving materials from regional libraries and other Vermont libraries) 49.1% (28)

Use ILL through regional library to obtain materials from both of the above, plus out-of-state location information 38.6% (22)

15. IF YOU USE ILL: How satisfied are you with the following regarding interlibrary loan services through the regional library?

	very satisfied	somewhat satisfied	somewhat dissat.	very dissat.
a. promptness of service	56	1		
b. correctness/ appropriateness of materials supplied	57			
c. Other-- Thoroughness	1			

16. What ILL service not currently provided would you like to have available through the regional library? PLEASE DESCRIBE BELOW:

AUDIOTAPES	5
FILMS/VIDEOS	4
PHONE-IN ILL	3

GENERAL COMMENTS

17. Describe what you find to be the best feature of regional library service. Please be as specific as possible.

SUPPLEMENTAL COLLECTIONS	77
RESOURCE FOR LIBRARIES/LIBRARIANS	40
STAFF/LIBRARIAN ALWAYS HELPFUL	38
REFERENCE/ILL	36

18. How would you suggest that regional library service could be improved? Again, please be specific.

INCREASED BOOK BUDGET	26

19. My library serves a population of (PLEASE CHECK THE APPROPRIATE NUMBER BELOW):

under 1,000	29.7%	(43)
1,000-2,500	35.2%	(51)
2,501-4,999	17.2%	(25)
5,000-10,000	12.4%	(18)
10,001-25,000	04.8%	(7)
over 25,000	00.7%	(1)

20. My library is open to the public ____ hours per week, (PLEASE CHECK THE APPROPRIATE NUMBER BELOW):

10 and under	24.1%	(35)
11-20	33.1%	(48)
21-30	17.9%	(26)
31-40	09.7%	(14)
over 40	11.0%	(16)
No answer		(6)

* Library over 25,000 not totaled separately, included in summary totals only.

PUBLIC LIBRARY USE OF REGIONAL LIBRARY SERVICES--A QUESTIONNAIRE--RESULTS FOR LIBRARIES IN TOWNS WITH POPULATION UNDER 5000

TOTAL RESPONSES: 119

SUPPLEMENTAL COLLECTIONS

1. How important are supplemental collections to your library? Please check one:

Critical	62	52.1%
Important	39	32.8%
Moderately useful	7	05.9%
Do not use this service	7	05.9%
No answer	4	

2. IF YOU TAKE SUPPLEMENTAL COLLECTIONS, how important are each of these categories: (TOTAL RESPONSES = 634)

	very important	somewhat important	not at all important
a. popular fiction, sci fi, mysteries, etc.,	14.5% (92)	02.1% (13)	00.5% (3)
b. classics or books of lasting value	04.9% (31)	08.7% (55)	01.3% (8)
c. bestsellers	08.5% (54)	06.2% (39)	01.4% (9)
d. adult non-fiction	10.6% (67)	05.0% (32)	00.6% (4)
e. juvenile non-fiction	09.3% (59)	05.2% (33)	01.3% (8)
f. juvenile fiction	09.5% (60)	04.9% (31)	01.3% (8)
g. other -- not specific	01.6% (10)	01.3% (8)	00.2% (1)
h. other -- specific -- picturebooks	00.9% (6)	00.6% (4)	--

3. Are there supplemental materials you do not receive but would like to receive from the regional libraries?

Yes (PLEASE DESCRIBE BELOW)

AUDIOTAPES	14
FILMS/VIDEOS	14

4. If (as is now the case) you were asked to be responsible for picking up and returning supplemental collections, what is the furthest distance from a regional library would you be willing to be? Please check one:

Not willing to drive any distance/unable to drive	06.7%	(8)
Maximum of 30 miles or less	47.1%	(56)
Maximum of 31-60 miles	33.6%	(40)
Maximum of 61-90 miles	04.2%	(5)
Distance is not a factor	05.9%	(7)
No answer		(3)

5. Now assume that you still would have to travel to pick out supplemental collections for your library, but now they would be delivered to and picked up from your library. How far away from a regional library are you willing to be? Please check one:

Not willing to drive any distance/unable to drive	04.2%	(7)
Maximum of 30 miles or less	37.0%	(44)
Maximum of 31-60 miles	38.7%	(46)
Maximum of 61-90 miles	05.0%	(6)
Distance is not a factor	10.1%	(12)
No answer		(4)

CONSULTING

6. How often in the past 12 months has the regional librarian visited your library to provide consulting service?

Has not visited	34.5%	(41)
Once	29.4%	(35)
Twice	18.5%	(22)
Three or more times	15.1%	(18)
No answer		(3)

7. IF THE REGIONAL LIBRARIAN HAS CONSULTED THROUGH PERSONAL VISIT(S): What consulting services has the regional librarian performed for you in the last 12 months and how helpful were these consulting services?

Type of consulting service (Please list)		very helpful	somewhat helpful	not helpful
GENERAL CONSULTING	(33)	31	2	
WEEDING	(31)	30	1	
COLLECTION DEVELOPMENT	(20)	18	2	
COMPUTERS/VALS	(17)	17	--	

8 . How often in the past 12 months has the regional librarian provided consulting help by means other than through personal visits (i.e., telephone, letters, during visits to regional library, e-mail, etc)?

Has not consulted in other ways	14.3%	(17)
Once	05.0%	(6)
Twice	06.7%	(8)
Three or more times	70.6%	(84)
No answer		(4)

9. IF THE REGIONAL LIBRARIAN HAS CONSULTED IN OTHER WAYS: What consulting services has the regional librarian performed for you in the last 12 months and how helpful were these consulting services?

Type of consulting service (Please list)		very helpful	somewhat helpful	not helpful
GENERAL CONSULTING	(44)	41	3	
REFERENCE/ILL	(39)	37	2	
COLLECTION DEVELOPMENT	(21)	21	--	
COMPUTERS/VALS	(16)	14	2	

10. How often do you feel the regional librarian should visit your library?

Not at all	01.7%	(2)
As needed	53.0%	(63)
Once a year	21.0%	(25)
Twice a year	10.1%	(12)
Three or more times a year	05.9%	(7)
No answer		(10)

11. Are there other ways in which the regional librarian could provide services or assistance that would be useful to you?

Yes (PLEASE DESCRIBE BELOW)

AUTOMATION 3

INTERLIBRARY LOAN

12. Does your library use a microcomputer to access VALS?

No	62.2%	(74)
Yes (GO TO QUESTION 17)	36.1%	(43)
No answer		(2)

13. Do you use the regional library for interlibrary loan (ILL) services (as opposed to using VALS for interlibrary loan)?

No (GO TO QUESTION 17)	04.1%	(3)
Yes	77.0%	(57)
No answer		(14)

14. IF YOU USE ILL: Please check the ways in which you use the regional library for ILL service:

Use ILL for regional library books only	12.3%	(7)
Use ILL through regional library for requests into the Vermont Resource Sharing Network (i.e., receiving materials from regional libraries and other Vermont libraries)	49.1%	(28)
Use ILL through regional library to obtain materials from both of the above, plus out-of-state location information	38.6%	(22)

15. IF YOU USE ILL: How satisfied are you with the following regarding interlibrary loan services through the regional library?

	very satisfied	somewhat satisfied	somewhat dissat.	very dissat.
a. promptness of service	56	1		
b. correctness/ appropriateness of materials supplied	57			
c. Other (Please list) Thoroughness	1			

16. What ILL service not currently provided would you like to have available through the regional library? PLEASE DESCRIBE BELOW:

AUDIOTAPES	5
FILMS/VIDEOS	4
PHONE-IN ILL	3

GENERAL COMMENTS

17. Describe what you find to be the best feature of regional library service. Please be as specific as possible.

SUPPLEMENTAL COLLECTIONS	68
RESOURCE FOR LIBRARIES/LIBRARIANS	35
REFERENCE/ILL	32
STAFF/LIBRARIAN ALWAYS HELPFUL	31

18. How would you suggest that regional library service could be improved? Again, please be specific.

INCREASED BOOK BUDGET 24

19. My library serves a population of (PLEASE CHECK THE APPROPRIATE NUMBER BELOW):

under 1,000	36.1%	(43)
1,000-2,500	42.9%	(51)
2,501-4,999	21.0%	(25)
5,000-10,000		
10,001-25,000		
over 25,000		

20. My library is open to the public ____ hours per week, (PLEASE CHECK THE APPROPRIATE NUMBER BELOW):

10 and under	29.4%	(35)
11-20	38.7%	(46)
21-30	18.5%	(22)
31-40	08.4%	(10)
over 40	04.2%	(5)
No answer		(1)

PUBLIC LIBRARY USE OF REGIONAL LIBRARY SERVICES QUESTIONNAIRE

LIBRARY SERVICE AREA	10,001 TO 25,000	5,000 TO 10,000	2,501 TO 4,999	1,000 TO 2,500	UNDER 1,000
NO. RESPONSES	7	18	25	51	42
1. IMPORTANCE OF SUPPLEMENTAL COLLECTIONS TO LIBRARY	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
CRITICAL	0.0%	16.7%	48.0%	54.9%	47.6%
IMPORTANT	0.0%	44.4%	36.0%	33.3%	33.3%
MODERATELY USEFUL	42.9%	22.2%	4.0%	3.9%	9.5%
DO NOT USE	57.1%	11.1%	8.0%	3.9%	9.5%
NO ANSWER	0.0%	0.0%	4.0%	3.9%	0.0%

2. IMPORTANCE OF SUPPLEMENTAL COLLECTION CATEGORIES	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT
POPULAR FICTION, SCI FI, MYSTERIES, ETC.	0.0%	14.3%	28.6%	66.7%	16.7%	0.0%	64.0%	20.0%	4.0%	82.4%	5.9%	2.0%	71.4%	14.3%	2.4%
CLASSICS/BOOKS OF LASTING VALUE	0.0%	14.3%	28.6%	16.7%	27.8%	27.8%	24.0%	48.0%	4.0%	25.5%	49.0%	11.8%	14.3%	35.7%	4.8%
BESTSELLERS	0.0%	0.0%	42.9%	38.9%	22.2%	16.7%	40.0%	40.0%	20.0%	41.2%	43.1%	3.9%	59.5%	14.3%	4.8%
ADULT NON-FICTION	14.3%	14.3%	14.3%	50.0%	16.7%	0.0%	52.0%	20.0%	4.0%	64.7%	25.5%	2.0%	35.7%	38.1%	4.8%
JUVENILE NON-FICTION	0.0%	42.9%	0.0%	27.8%	22.2%	11.1%	28.0%	32.0%	16.0%	49.0%	29.4%	5.9%	57.1%	28.6%	0.0%
JUVENILE FICTION	0.0%	14.3%	14.3%	33.3%	11.1%	16.7%	24.0%	44.0%	12.0%	47.1%	25.5%	7.8%	57.1%	16.7%	0.0%
OTHER	0.0%	0.0%	0.0%	5.6%	5.6%	0.0%	16.0%	8.0%	4.0%	13.7%	3.9%	2.0%	9.5%	19.0%	0.0%

3. RESPONSES MOST OFTEN GIVEN TO QUESTION OF SERVICES PLs WOULD LIKE TO RECEIVE FROM REGIONAL LIBRARIES	% MENTIONED	% MENTIONED	% MENTIONED	% MENTIONED	% MENTIONED
AUDIOTAPES	28.6%	38.9%	24.0%	9.8%	7.1%
FILMS/VIDEOS	0.0%	11.1%	0.0%	11.8%	9.5%

4. FURTHEST DISTANCE FROM RL TO PICK UP/RETURN SUPPLEMENTAL COLLECTIONS	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
UNWILLING TO DRIVE ANY DISTANCE	0.0%	0.0%	4.0%	5.9%	9.5%
UP TO 30 MILES	28.6%	33.3%	44.0%	49.0%	47.6%
31-60 MILES	14.3%	38.9%	33.3%	33.3%	28.6%
61-90 MILES	0.0%	11.1%	8.0%	2.0%	4.8%
DISTANCE NOT A FACTOR	42.9%	11.1%	4.0%	5.9%	7.1%
NO ANSWER	14.3%	5.6%	8.0%	3.9%	2.4%

5. DISTANCE WILLING TO TRAVEL TO SELECT SUPPLEMENTAL COLLECTIONS WITH MATERIALS FROM YOUR LIBRARY	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
UNWILLING TO DRIVE ANY DISTANCE	0.0%	0.0%	4.0%	5.9%	7.1%
UP TO 30 MILES	28.6%	22.2%	32.0%	37.3%	40.5%
31-60 MILES	14.3%	27.8%	44.0%	43.1%	26.2%
61-90 MILES	0.0%	11.1%	12.0%	3.9%	2.4%
DISTANCE NO A FACTOR	42.9%	38.9%	4.0%	5.9%	19.0%
NO ANSWER	14.3%	0.0%	4.0%	3.9%	4.8%

CONSULTING

6. NO. TIMES REGL LIBN VISITED YOUR LIBRARY TO PROVIDE CONSULTING SERVICES	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
HAS NOT VISITED	42.9%	50.0%	20.0%	37.3%	42.9%
ONCE	28.6%	16.7%	32.0%	31.4%	23.8%
TWICE	14.3%	16.7%	24.0%	15.7%	21.4%
THREE OR MORE TIMES	14.3%	16.7%	20.0%	13.7%	11.9%
NO ANSWER	0.0%	0.0%	4.0%	2.0%	0.0%

7. MOST FREQUENT RESPONSES TO QUESTION OF CONSULTING SERVICES PROVIDED THROUGH PERSONAL VISITS IN LAST 12 MONTHS	% RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL
COMPUTER/VALS	57.1%	28.6%	28.6%	0.0%	16.7%	11.1%	5.6%	0.0%	20.0%	20.0%	0.0%	0.0%	9.8%	9.8%	0.0%	0.0%	14.3%	11.9%	2.4%	0.0%
COLLECTION MAINT	0.0%	0.0%	0.0%	0.0%	11.1%	11.1%	0.0%	0.0%	28.0%	28.0%	0.0%	0.0%	21.6%	21.6%	0.0%	0.0%	26.2%	26.2%	0.0%	0.0%
GENERAL CONSULTING	0.0%	0.0%	0.0%	0.0%	16.7%	16.7%	0.0%	0.0%	36.0%	32.0%	4.0%	0.0%	27.5%	27.5%	0.0%	0.0%	26.2%	26.2%	0.0%	0.0%
REF/ILL	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	16.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
COLLECTION DEVELOP	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.8%	9.8%	0.0%	0.0%	11.9%	11.9%	0.0%	0.0%

8. TELEPHONE, LETTER, DURING VISITS TO REGL LIBS CONSULTING PROVIDED BY REGL LIBN	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
HAS NOT CONSULTED	28.6%	55.6%	24.0%	9.8%	14.3%
ONCE	0.0%	0.0%	4.0%	3.9%	9.5%
TWICE	42.9%	5.6%	4.0%	7.8%	14.3%
THREE OR MORE TIMES	28.6%	38.9%	68.0%	74.5%	57.1%
NO ANSWER	0.0%	0.0%	0.0%	3.9%	4.8%

9. MOST FREQUENT RESPONSES TO TYPE OF CONSULTING PROVIDED IN NO. 8	% RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	% RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL
GENERAL CONSULTING	42.9%	14.3%	28.6%	0.0%	27.8%	27.8%	0.0%	0.0%	36.0%	36.0%	0.0%	0.0%	35.3%	35.3%	0.0%	0.0%	33.3%	33.3%	0.0%	0.0%
COMPUTER/VALS	28.6%	28.6%	0.0%	0.0%	27.8%	27.8%	0.0%	0.0%	20.0%	16.0%	4.0%	0.0%	9.8%	9.8%	0.0%	0.0%	14.3%	9.5%	4.8%	0.0%
REF/ILL	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.0%	28.0%	0.0%	0.0%	25.5%	23.5%	2.0%	0.0%	19.0%	16.7%	2.4%	0.0%
COLLECTION DEVELOP	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	11.9%	2.4%	0.0%

10. HOW OFTEN SHOULD REGL LIB VISIT YOUR LIBRARY	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
NOT AT ALL	0.0%	5.6%	4.0%	0.0%	2.4%
AS NEEDED	85.7%	66.7%	40.0%	64.7%	69.0%
ONCE A YEAR	14.3%	5.6%	28.0%	17.6%	11.9%
TWICE A YEAR	0.0%	0.0%	8.0%	5.9%	4.8%
THREE OR MORE TIMES/YEAR	0.0%	11.1%	8.0%	5.9%	4.8%
NO ANSWER	0.0%	11.1%	12.0%	5.9%	7.1%

11. OTHER WAYS REGL LIBN COUL PROVIDE SERVICES/ASSISTANCE THAT WOULD BE USEFUL TO YOU	% RESPOND	% RESPOND	% RESPOND		
				NO CONSENSUS	NO CONSENSUS
AUTOMATION	28.6%	11.1%	8.0%		
PROMOTE INTERLIBRARY COOP	28.6%	0.0%	0.0%		

INTERLIBRARY LOAN

12. LIBRARY USES A MICROCOMPU TO ACCESS VALS	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
NO	0.0%	11.1%	40.0%	64.7%	73.8%
YES (GO TO QUESTION 17)	100.0%	88.9%	56.0%	33.3%	23.8%
NO ANSWER	0.0%	5.6%	4.0%	2.0%	2.4%

13. USE REGL LIB FOR INTERLIB LOAN (ILL) SERVICES INSTEAD	% RESPOND				% RESPOND				% RESPOND				% RESPOND				% RESPOND			
NO (GO TO QUESTION 17)	GO TO NO. 17				0.0%				0.0%				0.0%				7.1%			
YES					0.0%				28.0%				51.0%				57.1%			
NO ANSWER					11.1%				12.0%				15.7%				9.5%			
14. WAYS YOU USE REGL LIB FOR ILL SERVICE	NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND			
FOR REGL LIB BOOKS ONLY	GO TO NO. 17				N/A				1				0				4			
FOR REQUESTS INTO VT RESOURCE SHARING NETWORK (I.E. RECEIVE MATERIALS FROM REGL LIBS AND OTHER VERMONT LIBS)					N/A				3				14				8			
TO OBTAIN MATERIALS FROM BOTH OF ABOVE PLUS OUT OF STATE LOCATION INFORMATION					N/A				3				12				12			
15. IF YOU USE ILL, SATISFACT LEVEL WITH FOLLOWING ILL SERVICES THROUGH REGL LIB	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSAT	VERY DISSAT.	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS.	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS
PROMPTNESS OF SERVICE	GO TO NO. 17				N/A				28.0%	0.0%	0.0%	0.0%	49.0%	2.0%	0.0%	0.0%	59.5%	0.0%	0.0%	0.0%
CORRECTNESS/APPROPRIATENESS OF MATERIALS SUPPLIED					N/A				28.0%	0.0%	0.0%	0.0%	47.1%	0.0%	0.0%	0.0%	45.2%	0.0%	0.0%	0.0%
OTHER (PLEASE LIST)					N/A				0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
16. ADDITIONAL ILL SERVICE YO WOULD LIKE TO HAVE AVAILABLE THROUGH REGL LIB	% RESPOND				% RESPOND				NO CONSENSUS								NO CONSENSUS			
	GO TO NO. 17				N/A															

GENERAL COMMENTS

17. MOST FREQUENT RESPONSES TO WHAT YOU FIND TO BE BEST FEATURE OF REGL LIB SERVICE	% RESPOND				% RESPOND				% RESPOND				% RESPOND				% RESPOND			
ILL	42.9%				0.0%				24.0%				37.3%				23.8%			
SUPPLEMENTAL COLLECTIONS	28.6%				38.9%				64.0%				54.9%				52.4%			
RESOURCE FOR LIBRARIES/ LIBRARIANS	28.6%				16.7%				52.0%				15.7%				11.9%			
STAFF/LIBN ALWAYS HELPFUL	0.0%				38.9%				20.0%				0.0%				23.8%			

18. MOST FREQUENT RESPONSES TO SUGGESTIONS TO IMPROVE REGL LIB SERVICES	% RESPOND	% RESPOND	% RESPOND	% RESPOND	% RESPOND
INCREASED BOOK BUDGET	28.6%	0.0%	20.0%	27.5%	16.7%
AUTOMATION EXPERTISE	42.9%	0.0%	0.0%	0.0%	0.0%
CLOSE TO GENERAL PUBLIC	0.0%	22.2%	0.0%	0.0%	0.0%
VIDEO/AUDIO CASSETTES	0.0%	0.0%	0.0%	0.0%	9.5%
19. MY LIBRARY SERVES A POPULATION OF	**% RESPOND**	**% RESPOND**	**% RESPOND**	**% RESPOND**	**% RESPOND**
UNDER 1,000		-	-	-	100.0%
1,000 - 2,500		-	-	100.0%	-
2,501 - 4,999		-	100.0%	-	-
5,000 - 10,000		100.0%	-	-	-
10,001 - 25,000	100.0%	-	-	-	-
OVER 25,000		-	-	-	-
20. HOURS/WEEK MY LIBRARY IS OPEN TO THE PUBLIC	**% RESPOND**	**% RESPOND**	**% RESPOND**	**% RESPOND**	**% RESPOND**
10 AND UNDER	0.0%	0.0%	4.0%	21.6%	57.1%
11 - 20	0.0%	11.1%	20.0%	47.1%	33.3%
21 - 30	0.0%	22.2%	36.0%	19.6%	2.4%
31 - 40	0.0%	22.2%	24.0%	5.9%	4.8%
OVER 40	71.4%	27.8%	8.0%	3.9%	2.4%
NO ANSWER	28.6%	16.7%	8.0%	2.0%	0.0%

PUBLIC LIBRARY USE OF REGIONAL LIBRARY SERVICES QUESTIONNAIRE

LIBRARY SERVICE AREA	10,001 TO 25,000	5,000 TO 10,000	2,501 TO 4,999	1,000 TO 2,500	UNDER 1,000
NO. RESPONSES	7	18	25	51	42
1. IMPORTANCE OF SUPPLEMENTAL COLLECTIONS TO LIBRARY	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
CRITICAL	0	3	12	28	20
IMPORTANT	0	8	9	17	14
MODERATELY USEFUL	3	4	1	2	4
DO NOT USE	4	3	2	2	4
NO ANSWER	0	0	1	2	0

2. IMPORTANCE OF SUPPLEMENTAL COLLECTION CATEGORIES	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT	VERY IMPORTANT	SOME WHAT IMPORTANT	NOT AT ALL IMPORTANT
POPULAR FICTION, SCI FI, MYSTERIES, ETC.	0	1	2	12	3	0	16	5	1	42	3	1	30	8	1
CLASSICS/BOOKS OF LASTING VALUE	0	1	2	3	5	5	6	12	1	13	25	6	6	15	2
BESTSELLERS	0	0	3	7	4	3	10	10	5	21	22	2	25	6	2
ADULT NON-FICTION	1	1	1	9	3	0	13	5	1	33	13	1	15	16	2
JUVENILE NON-FICTION	0	3	0	5	4	2	7	8	4	25	15	3	24	12	0
JUVENILE FICTION	0	1	1	6	2	3	6	11	3	24	13	4	24	7	0
OTHER	0	0	0	1	1	0	4	2	1	7	2	1	4	8	0

3. RESPONSES MOST OFTEN GIVEN TO QUESTION OF SERVICES PLs WOULD LIKE TO RECEIVE FROM REGIONAL LIBRARIES	MOST MENTIONED	MOST MENTIONED	MOST MENTIONED	MOST MENTIONED	MOST MENTIONED
AUDIOTAPES	2	7	6	5	3
FILMS/VIDEOS	0	2	0	6	4

4. FURTHEST DISTANCE FROM RL TO PICK UP/RETURN SUPPLEMENTAL COLLECTIONS	NO. RESPOND		NO. RESPOND		NO. RESPOND		NO. RESPOND		NO. RESPOND	
UNWILLING TO DRIVE ANY DISTANCE	0		0		1		3		4	
UP TO 30 MILES	2		6		11		25		20	
31-60 MILES	1		7		8		17		12	
61-90 MILES	0		2		2		1		2	
DISTANCE NOT A FACTOR	3		2		1		3		3	
NO ANSWER	1		1		2		2		1	
5. DISTANCE WILLING TO TRAVEL TO SELECT SUPPLEMENTAL COLLECTIONS WITH MATERIALS FROM YOUR LIBRARY	NO. RESPOND		NO. RESPOND		NO. RESPOND		NO. RESPOND		NO. RESPOND	
UNWILLING TO DRIVE ANY DISTANCE	0		0		1		3		3	
UP TO 30 MILES	2		4		8		19		17	
31-60 MILES	1		5		11		22		11	
61-90 MILES	0		2		3		2		1	
DISTANCE NO A FACTOR	3		7		1		3		8	
NO ANSWER	1		0		1		2		2	
CONSULTING										
6. NO. TIMES REGL LIBN VISITED YOUR LIBRARY TO PROVIDE CONSULTING SERVICES	NO. RESPOND		NO. RESPOND		NO. RESPOND		NO. RESPOND		NO. RESPOND	
HAS NOT VISITED	3		9		5		19		18	
ONCE	2		3		8		16		10	
TWICE	1		3		6		8		9	
THREE OR MORE TIMES	1		3		5		7		5	
NO ANSWER					1		1		0	

7. MOST FREQUENT RESPONSES TO QUESTION OF CONSULTING SERVICES PROVIDED THROUGH PERSONAL VISITS IN LAST 12 MONTHS	NO RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOME WHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOME WHAT HELPFUL
COMPUTER/VALS	4	2	2	0	3	2	1	0	5	5	0	0	5	5	0	0	6	5	1
COLLECTION MAINT	0	0	0	0	2	2	0	0	7	7	0	0	11	11	0	0	11	11	0
GENERAL CONSULTING	0	0	0	0	3	3	0	0	9	8	1	0	14	14	0	0	11	11	0
REF/ILL	0	0	0	0	0	0	0	0	5	4	1	0	0	0	0	0	0	0	0
COLLECTION DEVELOP	0	0	0	0	0	0	0	0	0	0	0	0	5	5	0	0	5	5	0

8. TELEPHONE, LETTER, DURING VISITS TO REGL LIBS CONSULTING PROVIDED BY REGL LIBN	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
HAS NOT CONSULTED	2	10	6	5	6
ONCE	0	0	1	2	4
TWICE	3	1	1	4	6
THREE OR MORE TIMES	2	7	17	38	24
NO ANSWER	0	0	0	2	2

9. MOST FREQUENT RESPONSES TO TYPE OF CONSULTING PROVIDED IN NO. 8	NO. RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	NO RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	NO. RESPOND	VERY HELPFUL	SOMEWHAT HELPFUL
GENERAL CONSULTING	3	1	2	0	5	5	0	0	9	9	0	0	18	18	0	0	14	14	0
COMPUTER/VALS	2	2	0	0	5	5	0	0	5	4	1	0	5	5	0	0	6	4	2
REF/ILL	0	0	0	0	0	0	0	0	7	7	0	0	13	12	1	0	8	7	1
COLLECTION DEVELOP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	5	1

10. HOW OFTEN SHOULD REGL LIB VISIT YOUR LIBRARY	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
NOT AT ALL	0	1	1	0	1
AS NEEDED	6	12	10	33	29
ONCE A YEAR	1	1	7	9	5
TWICE A YEAR	0	0	2	3	2
THREE OR MORE TIMES/YEAR	0	2	2	3	2
NO ANSWER	0	2	3	3	3

11. OTHER WAYS REGL LIBN COUL PROVIDE SERVICES/ASSISTANCE THAT WOULD BE USEFUL TO YOU	NO. RESPOND	NO. RESPOND	NO. RESPOND		
AUTOMATION	2	2	2	NO CONSENSUS	NO CONSENSUS
PROMOTE INTERLIBRARY COOP	2	0	0		

INTERLIBRARY LOAN

12. LIBRARY USES A MICROCOMPU TO ACCESS VALS	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
NO	0	2	10	33	31
YES (GO TO QUESTION 17)	7	16	14	17	10
NO ANSWER			1	1	1

13. USE REGL LIB FOR INTERLIB LOAN (ILL) SERVICES INSTEAD	NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND			
NO (GO TO QUESTION 17)	GO TO				0								0				3			
YES	NO. 17				0				7				26				24			
NO ANSWER					2				3				8				4			
14. WAYS YOU USE REGL LIB FOR ILL SERVICE	NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND			
FOR REGL LIB BOOKS ONLY	GO TO NO. 17				N/A				1				0				4			
FOR REQUESTS INTO VT RESOURCE SHARING NETWORK (I.E. RECEIVE MATERIALS FROM REGL LIBS AND OTHER VERMONT LIBS)					N/A				3				14				8			
TO OBTAIN MATERIALS FROM BOTH OF ABOVE PLUS OUT OF STATE LOCATION INFORMATION					N/A				3				12				12			
15. IF YOU USE ILL, SATISFACT LEVEL WITH FOLLOWING ILL SERVICES THROUGH REGL LIB	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSAT	VERY DISSAT.	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS.	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSATIS	VERY SATIS	SOME WHAT SATIS	SOME WHAT DISSATIS	VERY DISSAT
PROMPTNESS OF SERVICE	GO TO NO. 17				N/A				7	0	0	0	25	1	0	0	25	0	0	
CORRECTNESS/APPROPRIATENESS OF MATERIALS SUPPLIED					N/A				7	0	0	0	24	0	0	0	19	0	0	
OTHER (PLEASE LIST)					N/A				0	0	0	0	0	0	0	0	0	0	0	
16. ADDITIONAL ILL SERVICE TO WOULD LIKE TO HAVE AVAILABLE THROUGH REGL LIB	NO. RESPOND				NO. RESPOND				NO CONSENSUS								NO CONSENSUS			
	GO TO NO. 17				N/A															
GENERAL COMMENTS																				
17. MOST FREQUENT RESPONSES TO WHAT YOU FIND TO BE BEST FEATURE OF REGL LIB SERVICE	NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND				NO. RESPOND			
ILL	3				0				6				19				10			
SUPPLEMENTAL COLLECTIONS	2				7				16				28				22			
RESOURCE FOR LIBRARIES/ LIBRARIANS	2				3				13				8				5			
STAFF/LIBN ALWAYS HELPFUL	0				7				5				0				10			

18. MOST FREQUENT RESPONSES TO SUGGESTIONS TO IMPROVE REGL LIB SERVICES	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
INCREASED BOOK BUDGET	2	0	5	14	7
AUTOMATION EXPERTISE	3	0	0	0	0
CLOSE TO GENERAL PUBLIC	0	4	0	0	0
VIDEO/AUDIO CASSETTES	0	0	0	0	4

19. MY LIBRARY SERVES A POPULTION OF	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
UNDER 1,000		.	.	.	42
1,000 - 2,500		.	.	51	.
2,501 - 4,999		.	25	.	.
5,000 - 10,000		18	.	.	.
10,001 - 25,000	7	.	.	.	.
OVER 25,000		.	.	.	.

20. HOURS/WEEK MY LIBRARY IS OPEN TO THE PUBLIC	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND	NO. RESPOND
10 AND UNDER	0	0	1	11	24
11 - 20	0	2	5	24	14
21 - 30	0	4	9	10	1
31 - 40	0	4	6	3	2
OVER 40	5	5	2	2	1
NO ANSWER	2	3	2	1	0

VLA Fall Program : Study of restructuring regional library services

This year the VLA fall program was held in two locations, the Ilsley Library in Middlebury and the Latham Library in Thetford. Over 75 people attended the combination information and work sessions.

The Middlebury program started with a panel presentation by Rep. Leon Graves, Fairfield, from the Vermont House Appropriations Committee, Rosemary Rogers, Putney, DOL Board member, and Patricia Klinck, Department of Libraries.

Rep. Graves gave an overview of the state fiscal picture and the impact of the fiscal problems on the DOL. Budget surpluses in the 1980's allowed the state government to provide services that can no longer be supported during this recessionary time. The legislature has directed all state agencies to reduce manpower and services. They have taken steps to reduce the state fiscal obligations wherever possible. They remain committed to sunseting the recent tax increases as promised. A second priority is retiring the deficit. For the first time the FY93 budget is less than the previous year's total. Considering inflationary increases it is obvious that creating such a budget meant very stringent cuts for state agencies.

As a result, DOL has taken cuts every year since FY90. These cuts have resulted in the loss of over 40% of their buying power. In addition to the reductions in their budget the agency still has to cover the rising costs of health and other insurance, pay raises, utilities, etc. Rep. Graves believes all of the possible "nickle -dime" type of cutting in existing programs has been done. Now agencies must start to look at all programs and begin to consider which ones can be restructured or cut.

He mentioned the first discussion of possible regional library closings came during the FY93 budget proposal hearings. At that time it was suggested ~~that two regionals~~, ~~Georgia~~ NVRL and SERL ~~regional libraries~~ be closed. That proposal was abandoned but the Appropriations Committee directed the DOL to look at the regional libraries and consider the impact of closing all or some of them on library services in Vermont.

Rosemary Rogers gave a brief introduction to the DOL Board. It is a citizen board whose members are appointed by the Governor and report to him. Their role is to oversee the DOL and make recommendations to the governor and the legislature. They will consider the restructuring plans, hear the opinions of libraries, the public, and the DOL and will submit the recommended plan or plans as charged.

Patty Klinck discussed the specifics of the budget cuts effects on the DOL. She pointed out cuts have also come from federal dollars the agency depends on for some programs and services. Statistics she presented of regional library use show almost half of the items circulated went to individual borrowers. 85% of those borrowers have public libraries in their towns. She stated the charge of the DOL at its creation

was to provide law, documents, and reference collections for state government support. These three services must be provided. Federal requirements when receiving federal funds are services for the blind and physically handicapped and institutionalized services.

To complete the information gathering part of the study, the DOL will finish compiling the surveys from the public libraries, use the information collected at these two programs, and hold public hearings in early October. At that point the DOL hopes to prepare two possible alternatives and present them to the DOL Board and the governor in late March. Then they will be sent to the legislature in June.

After hearing the panel the participants broke into small discussion groups to consider the services provided by the regional libraries and what alternative methods could be used to provide those services. After lunch the whole group reconvened to hear the discussion groups ideas.

The Thetford meeting was organized in the same fashion. The DOL Board was represented by Al Morgan from E. Dummerston. Unfortunately no representative from the Appropriations Committee could attend the Thursday meeting. However between Patty and myself we were able to give a synopsis of the Monday presentation for the audience.

The outcome of the discussion groups was the main focus of the meeting. We wanted to have proposals that the DOL can use when considering possible alternatives. All of the results have been organized and given to the DOL. In both sessions the essential services librarians listed were similiar. Several points became evident. One is the necessity for all libraries to have access to VALS in the near future. The second point is the need to have supplemental collections for the smaller libraries. There were many ideas for providing that service. One suggestion for helping this situation was for larger libraries to send weeded copies to the DOL for circulation to the smaller libraries.

Other essential services were ILL services, access to consultants and technical help, workshops and meeting space. Scenarios for providing these services included one central warehouse for supplemental collections with deliveries in a variety of ways; two or three regionals for easier access for librarians to browse; closing the regionals to the public and leasing space in them to other agencies for consolidation of government services. Concerns were raised about losing space to other functions and librarians spending time providing non-library services. There was discussion of using the regionals for off-campus students to have access to electronic resources with costs being underwritten by academic institutions.

Consultants could be housed centrally in Montpelier or in academic institutions as the UVM DOL person is currently. Some people wanted consultants who specialized in

certain areas of expertise such as weeding or collection development, others preferred a consultant for a particular region who would be familiar with their library. All agreed that the access to professional help was crucial. The materials review sessions were also listed as vital to public librarians. They suggested videotaping the presentation for circulation. Workshops done via VIT links was a possibility.

Both days were time well spent in considering the options. Hopefully people felt better informed and had a chance to make their views and needs known. Thanks go to our panelists, Sally Reed at the Ilsley Public Library in Middlebury, Peter Blodgett and trustees at the Latham Memorial Library in Thetford and to all of the group discussion leaders who were so successful at bringing all of the ideas together.

VLA Fall Program group discussion results

Main categories of services and possible alternatives for providing:

I. SUPPLEMENTAL COLLECTIONS or COLLECTION ENHANCEMENT
  1. Types of collections
    a. Mysteries, sci-fi, westerns
    b. Fiction & non-fiction other than best-sellers that libraries can't afford
    c. Juvenile
    d. Difficult to find items
    e. Last copy storage
    f. Videos
    g. Tapes & audio-books
    h. Software
    i. Books for summer reading programs
    j. More scholarly works
    k. Reviewing journals
    l. Special library/reference tools
    m. School research assignments

Ia. Ways of obtaining supplemental collections
  1. Delivery issue
    a. Van
    b. Mail service (possibly subsidized)
    c. Drive further
  2. Increase ILL requests
  3. Lobby towns for larger book budgets
  4. McNaughton plan for leasing books
  5. Larger libraries weeding second copies give to DOL or smaller libraries
  6. Cooperative collection development among public libraries in region
    a. Divide subject areas, authors, etc.
  7. Cooperation with area schools
    a. Summer use of collections

II. ILL
  1. Get all libraries in PUBCAT
    a. Network between larger libraries in region
  2. Borrow from schools
    a. Schools need to join VALS or
    b. Form network accessible by/to VALS
  3. Local pickup from college (negotiate new service) ((?))
  4. Staff from state payroll given to large public libraries
  5. Contract with larger public libraries for ILL service to smaller libraries

III. CONSULTING & WORKSHOPS
  1. Instruction for certification
    a. Correspondence courses
    b. Coordinate inservice training with public school librarians through VEMA
  2. Telephone 800 # or e-mail
  3. Specialists available from central location
    a. Technical help for specific subjects
    b. By regions

aa. For networking
bb. Familiar with local libraries
cc. "Visiting nurse" concept for consultants
c. Adequate continuing education necessary for consultants
d. Offices at local colleges (like UVM DOL person)
e. Regularly scheduled visits to all libraries in state
4. Reference assistance
5. Materials review sessions
a. VIT
b. Put on video that can be circulated
c. B&B list of librarians in area of cont ed or review sessions
6. VLA more involved in continuing education programs

V. MEETING SPACE
a. Town halls
b. Colleges
c. Movie theaters
d. Local schools
e. Larger public libraries
f. Other state agencies
g. Municipal meeting rooms
h. Senior centers
i. Recreation center

Scenarios:
FOREMOST:
1. All libraries need to have computer with access to VALS
a. Sharing telecommunications lines for smaller libraries more affordable?
b. Grants (perhaps matching) to libraries for hardware
c. Continued commitment to toll-free lines for VALS
d. New standard requirement of computer access to VALS
e. Have more reference sources online
f. Ability to search all databases at once (perhaps a savesearch function?)
g. Computer training workshops provided (TUG?)
2. Centralized locations for supplemental collections with adequate staff
a. Two collections housed east and west for easier accessibility
b. One central warehouse
c. Three regional libraries in north, central and south
a. In areas without large public library
d. Rotate genre, DCF, etc. collections regularly with long loan period
e. Not open to the public
f. Self-service to librarians
g. Staffed with paraprofessionals

3. Regional library reference centers
a. No public access for borrowing books or ILL
b. Provide electronic access for off-campus academic students
c. Electronic access to other government agencies or services
d. Lease part of buildings to other state agencies.
e. CCV contract for services to students
f. Reduced hours, appointments for librarians

4. Better local libraries for patrons
   a. Telephones and answering machines for reference and ILL
   b. Public library access free
   c. Home card or statewide library card
   d. Towns without libraries contract for services with nearby library
   e. Minimum tax for library service in all towns
      a. Mandated by state government
      b. Will make libraries more equitable
   f. Longer borrowing periods, no fines
   g. VALS accessible by public in local libraries
   h. Work with ABE to lobby for longer hours

5. Improved cooperation between public and school libraries
   a. Use collections in the summer
   b. ILL better coordinated
   c. Schools networked and available through VALS
   d. Get funding from Dept. of Ed. for school research needs
   e. Encourage schools to provide own library needs

SUSAN CLARK didn't come
HASTON LIBRARY
P.O. BOX 83
FRANKLIN, VT
05457

MARJORIE WOOLSTENHULME
H.F. F BRIGHAN FREE PUB. LIBRARY
P.O. BOX 5
BAKERSFIELD, VT 05448

LIBBY THORNE
SHERBURNE MEMORIAL
P.O. BOX 73
KILLINGTON, VT
05751

DAPHNE BARTHOLOMEW
POULTNEY PUBLIC LIBRARY
MAIN STREET
POULTNEY, VT 05764

PAUL A. CARNAHAN
VERMONT HISTORICAL SOCIETY
109 STATE STREET
MONTPELIER, VT 05609-0901

DOLORES GUARINO
PAWLET PUBLIC LIBRARY
P.O. BOX 98
PAWLET, VT 05761

HELEN MACH
PAWLET PUBLIC LIBRARY
RRI BOX 70
PAWLET, VT 05761

SUE MACMARTIN
COMMUNITY COLLEGE OF VT.
118 MAIN ST.
MONTPELIER, VT 05602

RICKIE EMERSON
DOROTHY ALLING MEM. SIV LIB.
701 WILLISTON RD
WILLISTON, VT 05495

NANCY WILSON
LAWRENCE MEMORIAL
40 NORTH ST.
BRISTOL, VT
05443

GEORGIE BROWN
FORMER TRUSTEE-SOUTH BURLINGTON
75 OLD FARM RD
SOUTH BURLINGRTON, VT 05403

LYNN BOOK
GRISWOLD LIBRARY
GREEN MOUNTAIN COLLEGE
POULTNEY, VT 05764

KATHY STEARNS
BIXBY MEMORIAL
258 MAIN ST.
VERGENNES, VT 05491

NANCY KENNEDY & ELAINE PURDY
PROCTOR FREE LIVRARY
4 MAIN ST.
PROCTOR, VT 05765

VIRIGINIA GOLODETZ
VT LITERACY VBOARD
41 KINGSLAND TERRACE
BURLINGTON, VT 05401

SUSAN OVERFIELD
ESSEX FREE
P.O.BOX 8093

ANITA DANIGELIS
FLETCHER FREE LIBRARY
235 COLLEGE ST.
BURLINGTON, VT 05401

JULIA REYNOLDS
MACLURE LIBRARY
PITTSFORD, VT 05763

SANDRA CONWAY
MACLURE LIVRARY
PITTSFORD, VT 05763

JANET ALEXANDER
SW REGIONAL LIBRARY
PIERPOINT AVE.
RUTLAND, VT 05701

AUDREY RITTER
BOX 12301 RD 1
NO. FERRISBURGH, VT
05473

Eileen Chalfoun came instead
MAGGIE DROWN Didn't come
VERMONT TECHNICAL COLLEGE
LIBRARY
RANDOLPH CENTER, VT 05061

MARAGARET HOLCOVB
NORTH HERO PUBLIC LIBRARY
R.R.1 BOX 152
NORTH HERO, VT 05474

JOYCE ST PETER
NO. HERO PUBLIC
P.O. BOX 187
NO. HERO, VT 05474

BARBARA N. SHELDON
NORTH HERO PUBLIC LIBRARY
RR1 BOX 15H
NORTH HERO, VT 05474

DEE ERTELL
MCCULLOUGH FREE
P.O. BOX 338
NORTH BENNINGTON, VT
05257

JOAN U. NAGY didn't come
VT. CONCIL ON THE HUMANITIES
P.O. BOX 58
HYDE PARK, VT 05655

GAIL WEYMOUTH
SHERBURNE MEMORIAL LIBRARY
P.O. BOX 73
KILLINGTON, VT 05751

PAULA J. BAKER
RUTLAND FREE LIBRARY
10 COUTT ST.
RUTLAND, VT 05701

PAMELA MURPHY
BLAKE MEMORIAL LIVRARY
MAIN ST.
E. CORINTH. VT 05040

MICHAEL ROCHE
NORTHEAST REG. LIBRARY
RD 2 BOX 244
ST. JOHNSBURY, VT 05819

DEBRA L. CLOUGH
FAIRLEE PUBLIC LIBRARY
P.O. BOX 125
FAIRLEE, VT 05045

MORGAN IRONS
KELLOGG-HUBBARD
135 MAIN ST.

JANET NIELSON
KELLOGG-HUBBARD LIBRARY
135 MAIN ST.
MONTPELIER, VT 05602

JEAN ASHLEY
POPE MEMORIAL LIBRARY
P.O. BOX 260
DANVILLE, VT 05828

AMY HOWLETT
VT DEPT OF LIBRARIES/S.E. REGIONAL
RR 5 BOX 390
BRATTLEBORO, VT 05301

JEANNE WALSH
DOVER FREE LIBRARY
P.O. BOX 267
E. DOVER, VT 05341

VIVIAN BRYAN
NORWICH
NORTHFIELD, VT

CATHERINE SWENSON
NORWICH UNIVERSITY, CHAPLIN LIB
NORTHFIELD, VT 05663

ROSEMARY KINERSON
BARNET PUBLIC LIBRARY
P.O. BOX 34
BARNET, VT 05821

KENT GRAY didn't come
MIDSTATE REGIONAL
RD 4 BOX 1870
MONTPELIER, VT 05602

SHELLEY VEST
WEST HARTFORD LIBRARY
BOX 26
WEST HARTFORD, VT 05084

KATE SCHAAL
QUECHEE ~~BLL~~ LIBRARY
BOX 384
QUECHEE, VT 05059

LISA VONKANN
ST. JOHNSBURY ATHENAEUM
30 MAIN STREET
ST. JOHNSBURY, VT 05819

GAEL STEIN
ST. JOHNSBURY ATHENAEUM
30 MAIN STREET
ST. JOHNSBURY, VT 05819

BERNADETTE B. DUTREMBLE
GATES MEMORIAL LIBRARY
26 NO. MAIN STREET
WHITE RIVER JCT., VT 05001

KAREN LANE
ALDRICH PUBLIC LIBRARY
6 WASHINGTON ST
BARRE, VT 05641-4227

SALLY ANDERSON didn't come
VT READING PROJECT
P.O. BOX 441
CHESTER, VT 05143

KATHERINE LUDWIG
NORMAN WILLIAMS PUBLIC LIBRARY
10 S PARK STREET
WOODSTOCK, VT 05091

CAROLYN BARNES
BURNHAM MEMORIAL LIBRARY
84 MAIN ST
COLCHESTER, VT 05446

LOIS KAUFMANN
WARREN PUBLIC LIBRARY
PO BOX 287
WARREN VT 05674

PETER BLODGETT
LATHAM MEMORIAL LIBRARY
PO BOX 185
THETFORD VT 05074

MELISSA MALCOLM
MT ABRAHAM UHS
7 AIRPORT DRIVE
BRISTOL VT 05443

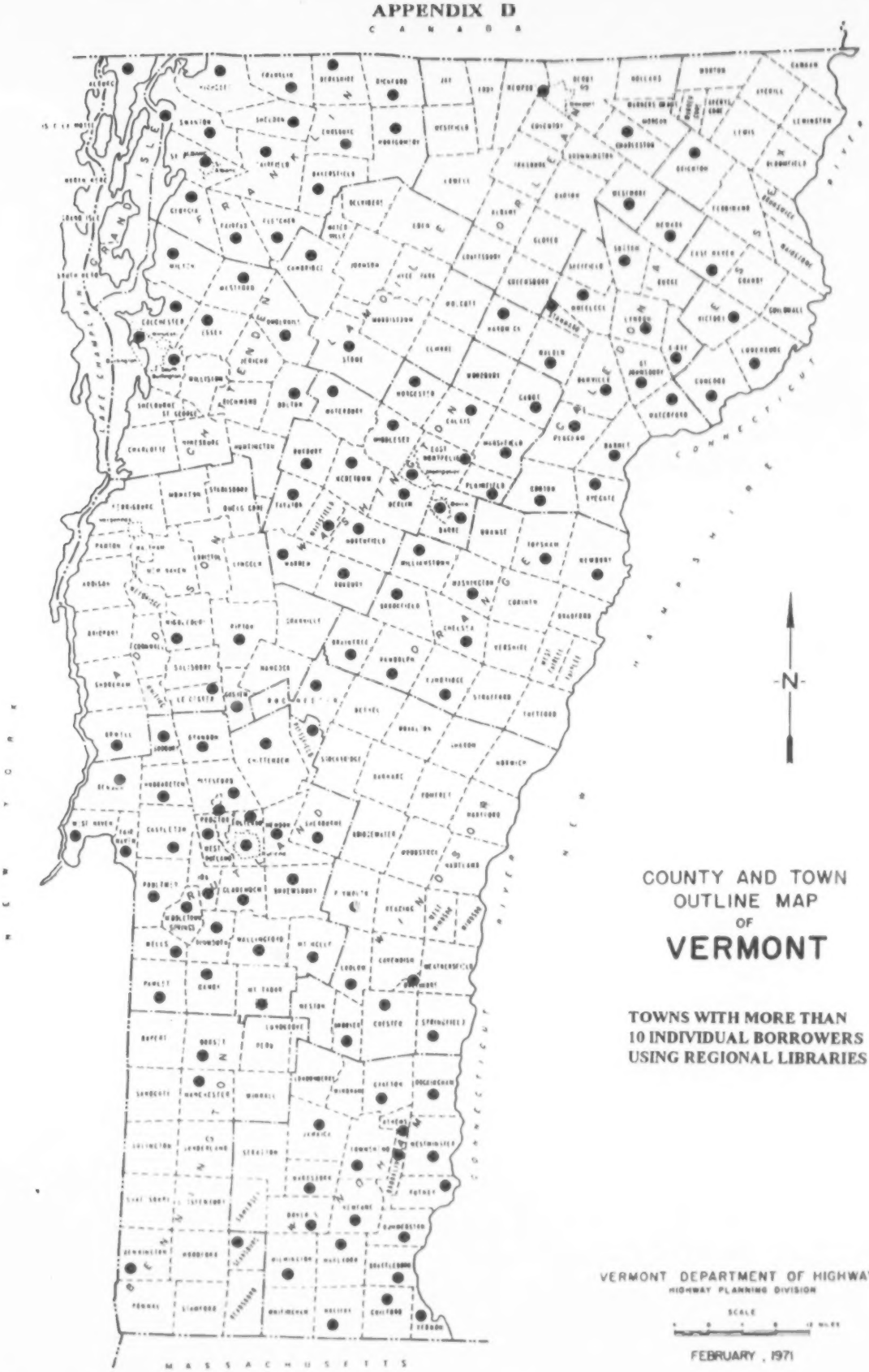
PAT HAZLEHURST
COBLEIGH PUBLIC LIBRARY
PO BOX 91 E BURKE VT 05832 (HOME)
PO BOX 147 LYNDONVILLE VT 05851 (LYNDONVILLE LIBRARY)

PENNY PILLSBURY
BROWNELL LIBRARY
6 LINCOLN ST
ESSEX JCT VT 05452

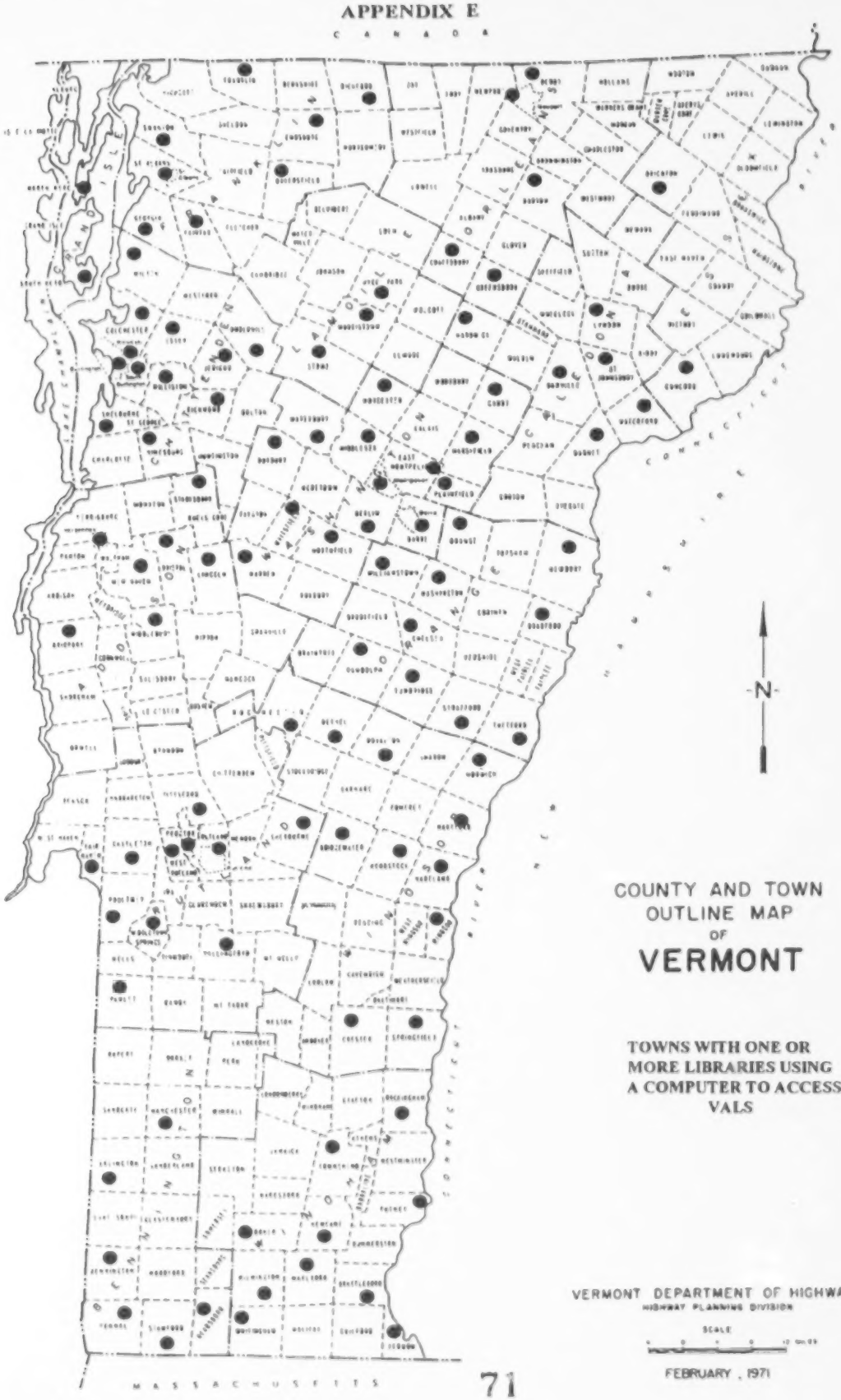
LINDA WILLIAMSON
HARTLAND PUBLIC LIBRARIES
PO BOX 137
HARTLAND VT 05048

MERIS MORRISON
BROOKS MEMORIAL LIBRARY
224 MAIN STREET
BRATTLEBORO VT 05301

APPENDIX D


CANADA
NEW YORK
MASSACHUSETTS
N
COUNTY AND TOWN
OUTLINE MAP
OF
VERMONT
TOWNS WITH MORE THAN
10 INDIVIDUAL BORROWERS
USING REGIONAL LIBRARIES
VERMONT DEPARTMENT OF HIGHWAYS
HIGHWAY PLANNING DIVISION
SCALE
FEBRUARY , 1971

APPENDIX E


CANADA
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A COMPUTER TO ACCESS
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